

Osbourne Lodge Nursery

Information For New Families



Telephone: 01495 752234

Email: info@osbournelodgenursery.co.uk

www.osbournelodgenursery.co.uk

Osborne Road, Pontypool Torfaen NP4 6LT



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Welcome to Osbourne Lodge Nursery

We are pleased to introduce some basic information on how our Nursery is organised and the beliefs we uphold in order to provide your child with the best quality care, love and attention possible.



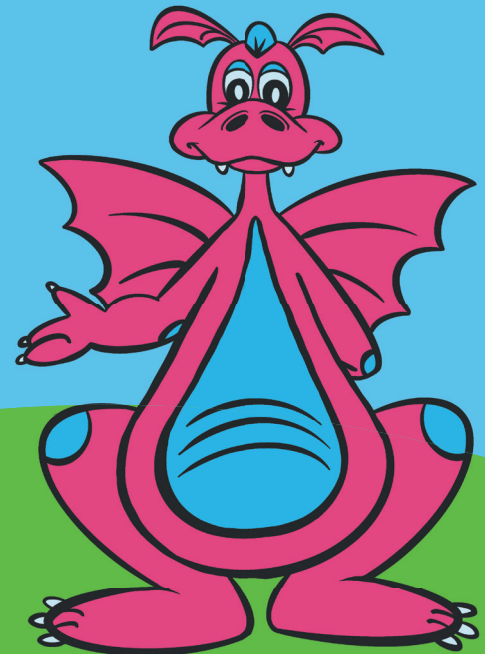
Our Purpose

Osbourne Lodge Nursery was established in January 1998 and provides day care for children from 6 weeks to 5 years. We pride ourselves on the exceptional attention, care and education we provide. Which is endorsed by our customers via recommendations and parent questionnaires.

We will give your child the opportunity to explore their world in a safe, warm, secure, healthy and loving environment. We will help to further develop their rapidly expanding skills and abilities in a purposely designed nursery with plenty of laughter and fun.

The Nursery is managed on a daily basis by Lisa Jones, supported by a team of dedicated and qualified childcare professionals.

The Nursery is open from 8am - 6pm to support busy or working parents from the local area and further afield.





Our Aims

We want you to be happy, knowing your child is in the best possible hands.
We aim to do this by:

- Providing a child centred, warm, safe, caring and healthy environment where children can feel relaxed, happy and confident.
- Planning activities and play that is fun and stimulating to help develop each child to the max.
- Supporting and listening to you, establishing a partnership with you as parents. After all you are the people who know your child the best.
- Working with parents to aid with the transition from home to nursery, and then to school.
- Treating every child and adult as an individual, respecting individual needs, likes and qualities.
- Employing staff with a professional attitude, healthy outlook, enthusiasm and appropriate knowledge, skills and qualifications.

Registration



Osbourne Lodge Nursery is registered and inspected by Care Inspectorate Wales (CIW). The Nursery is inspected against the National Minimum Standards for Full Day Care and must pass a vigorous un-announced inspection on a yearly basis. The results of their inspection is contained in a report which is available at the Nursery in the All About Us File, located in the entrance hall and via links on our website:

www.osbournelodgenursery.co.uk

The Nursery is also registered and inspected by ESTYN, the schools inspectorate, to ensure high standards of education for 3-5 year olds and is registered with Torfaen as Educational Providers, allowing parents to access funding for their child's preschool education. (See 'Early Years Education' section)



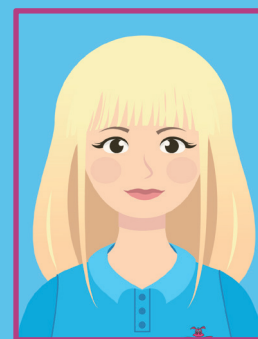
Staffing & Contact Information



Nikola Masters
Accounts Manager & Owner
07970 034552



Lisa Jones
Nursery Manager & ALNCO
+ Safeguarding Lead
07947 914610



Clare Farrell
Deputy Manager
& Education Lead

Many of our staff have worked at the Nursery for over 6 years, some staff have worked with us for over 25 years, so there is a wealth of knowledge and experience!

All staff hold a current Enhanced DBS certificate (Police check) and appropriate qualifications, training, skills, knowledge, and a clear understanding of their roles and responsibilities. Qualifications range from Level 2 to Degree Level 6.

At Osbourne Lodge Nursery we value our staff highly. We believe that ongoing personal and professional development is essential for the delivery of high-quality learning and development opportunities for children in their early years. All staff are given the opportunity to enhance their skills and expertise. Staff attend external training, and every member of staff has access to NoodleNow – an extensive training platform which holds 100+ courses for staff to use freely and covers every area of childcare, safeguarding, learning, development and health.

We have a team of employed apprentices who are currently following a quality training programme and students are accepted for placement and experience at the nursery from local education or training providers. The students are always supervised with the children and may attend for periods of a few days to many months and will be DBS checked.

Please see our staff information board in the entrance hall along with their qualifications.



Nursery Facilities

The Nursery is housed over 2 floors with an office located in the entrance hall. The upper floor is on street level with interior stairs down to the lower level and out to the garden.

Upper Floor

Baby & Tots Play Room – A beautiful large open plan playroom for our babies and tots from birth to 2.5 Years. The room is laid out to encourage progression from rolling and crawling in a secure safe space to free play, with equipment and toys for every stage of development. The children have access to an array of toys, sand, water, craft and lots of dancing and singing and take part in many fun and messy activities.

Off the baby room is a quiet and peaceful cot room for the children to get much needed rest and a milk kitchen for bottle milk and food preparation. The children eat around the table either on chairs or high chairs for social meal times.

The babies and tots use other parts of the Nursery too such as the soft play room and garden on a regular basis and love walks to the park and library.

Lower Floor

Open access play space made up of:

Rising 3's and Pre-School – A wonderful large open access play space with everything to keep children from around 2.5 to 5 years occupied, interested, and engaged all day. Loose parts play is a big part of the children's experience, encouraging creativity and imagination. We have two aquariums at the Nursery which the children love and we also have an array of stick insects and bugs!

Our lower floor has a home corner, ICT equipment, sand and water play, creative areas, construction, learning spaces, and quiet areas all of which the children can access independently. They can choose what interests them the most.

The lower floor is also used for our Early Years Education offer which is evaluated daily to ensure the children always have access to the best adult guided learning opportunities.

All children attending the Nursery have access to our soft play room which is also on the lower floor, this area has a gate to ensure safety to each separate age group using the space daily.

Garden – The garden has impact flooring throughout so trips and falls find a soft landing. The garden is equipped with a climbing frame, slide, sand pit, water play centre, outdoor classroom and a 'shop' as well as a shed full of bikes, books, balls etc. Again, loose parts play is encouraged outdoors with lots of equipment for the children to use freely.



Kitchen – Fully equipped catering kitchen with a serving hatch through to the messy room / dining room so that the children can interact with the cook regularly. The nursery was awarded a score of 5 by Torfaen under the Food Standards Rating Scheme.

The Nursery also makes full use of our local community such as the library, Pontypool Park, Museum and Indoor Market. As well as the shops, for learning and fun, all of which are a convenient short walk away. We often have pre-arranged visits from other animals and their owners to help increase the children’s knowledge of pets and animals. We love being part of friends of Pontypool Town and take part in many community activities such as litter picking and Party In The Park.



Fees



Our child care fees are as follows:

Half day (8am-1pm or 1pm-6pm)	<input type="text"/>
Full day (8am-6pm)	<input type="text"/>
Childcare Offer Fees	<input type="text"/>
Hourly Rate	<input type="text"/>

Our fees are calculated to include food, wet wipes, crafts and expendables. Families just need to supply nappies, spare clothes, baby milk and any specialist items.

We use a wonderful app called ‘Famly’ to keep you up to date, giving instant access to your own account, invoices, payment history and more. A link will be emailed to you shortly after enrolling at the nursery.

Invoices are calculated on a pro rata basis over 50 weeks as we close for Christmas for 2 weeks, and this is divided by 12 months. This means the fees are the same each month which will help you with budgeting, unless outside funding is deducted which may change monthly. Fees are paid throughout the year, therefore should your child be absent for any reason the fees are still due for payment in full.

Invoices are raised around 20th of each month and all invoices are payable in full by 1st of the following month without any exception. We do operate an overdue payment fee however we do try hard to avoid having to instigate this. So, if you have any issues with paying by the due date, please let us know and we will do everything we can to help you.

Our bank account details can be found at the bottom of each invoice. You are also able to pay direct via the ‘Famly’ App, our CIW registration number is W050000569 for Universal Credit and we also accept payment via Tax Free Childcare.

Please contact Nikola Masters with any queries regarding nursery fees or funding at: **07970 034552** or **nikola@osbournelodgenursery.co.uk**



Help to Pay Fees

There are many sources of funding to help pay your childcare fees, dependant on your family circumstances and age of child. Please explore all options or go to:

www.torfaenfis.org.uk/help-with-childcare-costs

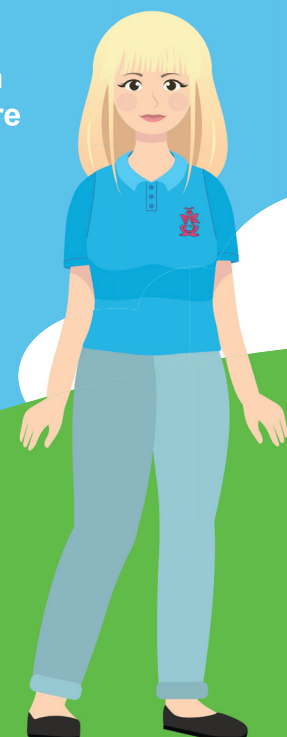
We are a Flying Start and Early Education setting, and we accept funding direct from many sources such as Social Services, local councils, Tax Free Childcare, Job Centre and Childcare Offers.

Sources which may be available to you are:



- **Flying Start** – Dependant on postcode for children aged 2 to 3 years.
- **Childcare Offer (30 hour offer)** – For children aged 3 to 4 years. We are able to offer the full 30 hours at our setting rather than attending state nursery.
- **Early Education** – as a provider of early years education we are able to claim 10 hours per week for children aged 3 to 4 years. This can be claimed on its own or as part of the Childcare Offer.
- **Universal Credit** – Dependant on income UC may pay up to 85% of childcare fees. Families must clear the invoice first before claiming a refund from UC.
- **Tax Free Childcare** – Via the Gov scheme you are able to claim the tax back on childcare payments up to £2000 per year in funding. Sign up via Gov.uk only.
- **Support whilst studying** – Your College or University will have details of any childcare support you are able to access.

Other sources may be available from the local Job Centre who can support where childcare can be a barrier to starting work, Childcare Support for children with additional needs, housing associations.



Early Years Care & Education

At Osbourne Lodge Nursery we recognise that children learn in different ways and at different rates and we plan for this accordingly. Our aim is to support all children attending the nursery to attain their maximum potential within their individual capabilities.

We provide a positive inclusive play environment for every child, so they may develop good social skills and an appreciation of all aspects of this country's multi-cultural society. We plan learning experiences to ensure, as far as practical, there is equality of opportunity for all children and a celebration of diversity.

We maintain a personalised record of every child's development, showing their abilities, progress, interests, and areas needing further staff or parental assistance.

We implement Curriculum for Wales, specifically the Curriculum for funded non-maintained nursery settings. To support effective planning to ensure the provision of a developmentally appropriate curriculum for our youngest learners. This curriculum:

- Enables learners to develop in the way described in the four purposes of Curriculum for Wales.
- Is broad and balanced and is suitable for learners of differing ages, abilities and aptitudes.
- Provides appropriate progression for all learners .

We acknowledge parents as primary educators and encourage parental involvement. We build strong home links in order to enhance and extend children's learning both within the nursery environment and in the child's home.

Additional Needs

We provide a positive and welcoming environment where children are supported according to their individual needs and we work hard to ensure no children are discriminated against or put at a disadvantage as a consequence of their needs. We promote best practice and have a designated staff member, Manager Lisa Jones, as a Setting Additional Learning Needs Co-ordinator (Setting ALNCO).

The nursery will have regard to the Additional Learning Needs Code and Regulations and will liaise with outside professionals to provide as much support as possible.



Admissions & Settling In

At Osbourne Lodge Nursery we care for up to 53 per day children between the ages of birth and 5 years. The numbers and ages of children admitted to the nursery comply with the legal space requirements set out in the NMS. When considering admissions we are mindful of staff to child ratios and the facilities available at the nursery. We operate a waiting list and places are offered on an availability basis.

The nursery use the following admission criteria which is applied in the following order of priority:

- Availability of places, taking into account the staff: child ratios, the age of the child and any registration requirements
- Children who already attend the Nursery
- Children who have siblings who are already with us
- When the application is received (extra weight is given to those who have been on the waiting list the longest)
- The nursery’s ability to provide the facilities necessary for the welfare of the child, including appropriate staffing arrangements
- A child requiring a full-time place may have preference over one requiring a part-time place. This is dependent upon occupancy and room availability
- Any extenuating circumstances affecting the child’s welfare or the welfare of their family.



We also 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.

Prior to a child attending nursery, parents must complete and sign a digital contract and registration form. These forms provide the nursery with personal details relating to the child and family, and are found on our website.

Our Groups

Age	Group Name	Minimum Child:Staff Ratio
Upper Floor Birth – 18 Months 18 Months – 2.5 Years Lower Floor 2.5 Years – 3 Years 3 Years – 5 Years	Babies Tots Rising 3's Pre-School	1:3 1:3 / 1:4 1:4 1:8

Arriving & Leaving Nursery

At Osbourne Lodge Nursery we give a warm welcome and goodbye to every child and family on their arrival and departure as well as ensuring the safety of children, parents, visitors, employees, volunteers and students.

The front door is always locked and admission is by staff approval only via the video intercom system. Families are asked to NEVER admit anyone else into the nursery when entering or leaving and ALWAYS shut the door fully.

The nursery and entrance hall is covered by CCTV. The recordings are stored remotely, and password protected. *(Please see privacy policy)*

Parents are requested to pass the care of their child to a specific member of staff in the upper entrance hall. Their arrival will be logged in the daily attendance register and 'Family' app. The staff member also records any specific information provided by the parents including the child's interests, experiences and observations from home.

Families are asked to not go into the playrooms as this unsettles the children and ensures the privacy and health & safety of the other children. In our experience the children settle much quicker if they say goodbye to their family and enter the playrooms with the staff members.

No child will be handed over to anyone other than the known parent / carer unless permission has been given earlier in the day. On departure, the child register / Family app will be marked to show that the child has left the premises so it is vital that no child is taken without talking to a staff member first.



Nutrition & Meals

At Osbourne Lodge Nursery we believe that mealtimes should be happy, social occasions for children and staff alike. We promote shared, enjoyable positive interactions at these times.

We are committed to offering children healthy, nutritious and balanced meals and snacks which meet individual needs and requirements including allergies. We have a nursery cook who provides hot cooked meals and cold snacks daily. We try to reflect cultural diversity and variation in our menus and the children even play their part in choosing food they enjoy. Our sample menus can be found on our website and weekly menus are on display in the reception area.

We are proud to achieve and uphold the Healthy Snack Award and Healthy Early Years Accreditation and for this reason, we do not allow packed lunches from home nor serve squash or fruit juices. We serve milk or water daily for the children - and families are often shocked that their child drinks these happily.

Babies who are weaning are served fresh homemade nutritional meals of puréed seasonal vegetables and fruit and this will be discussed weekly with their families so we progress together along the weaning journey. Families are required to supply milk for their baby due to the wide variety available and this is not included in the fees.

Generally, our meals are served at the following times:

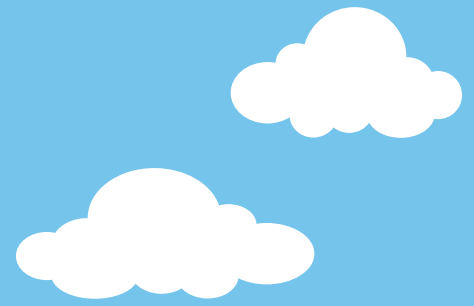
8.30am – 9am – Breakfast

10.30am – Snack (such as fruit and veggies)

12pm / 1.15pm (*for children arriving for the afternoon*) – Lunch

2pm – Snack (such as fruit, veggies or a rice cake)

3.30pm – Te Bach / Small Tea



Inspections & Quality Assurance

We are committed to keep standards high and to a level above the minimum standards required for nursery day care. We do this by constant reflection on the service we provide via family questionnaires, observations, speaking to the children and staff, as well as completing quality accreditations.

We are very proud to hold the top grade for **Quality Counts Accreditation** via NDNA awarded in 2023 and **Healthy Early Years Accreditation**. Environmental Health have graded our setting as **5** on their **Scores on the Doors Scheme**.

The setting is inspected on a regular basis by **Care Inspectorate Wales (CIW)** and our last report can be found on their website by searching Osbourne Lodge Day Nursery. Due to providing Early Years Education for Torfaen we are also inspected by **ESTYN** (the schools inspectorate) and have regular support and contact with **Education Achievement Service (EAS)**, ensuring your child receives a high quality of education and learning.

To ensure the Nursery remains current with best practice and have access to support and legal services we are members of **National Day Nursery Association (NDNA)**, **Early Years Wales** and **Federation of Small Business (FSB)**. We also attend regular meetings with Torfaen Early Years Team.

Nikola sits as chair of **NDNA South East Wales Network** of Day Nurseries and NDNA Trustee for Wales, representing the Wales at country wide trustee meetings as well as Wales Policy Committees. Nikola is also chair of **Friends of Pontypool Town**, our local community group.

Lisa sits as chair of the **Torfaen Schools Appeals Panel** as well as being an elected member of the **Community Council**.

Nursery Policies



We have a Policy and Procedure Guide which hopes to cover every area and aspect of Nursery life and care relevant to Osbourne Lodge Nursery. Parents are welcome to view the policies and procedures of the nursery which govern the way in which the nursery operates. These may be viewed at any time when the nursery is open, simply by asking the nursery manager or on the nursery website. The nursery manager or any other relevant staff member will also explain any policies and procedures to parents or use any other methods to make sure that parents understand these.

This is an overview version of the policies most relevant to families.

Safe Guarding Children



Safeguarding means preventing and protecting children and adults at risk from abuse or neglect and educating those around them to recognise the signs and dangers.

Osbourne Lodge Nursery is committed to ensuring the welfare and safety of all children in nursery. We follow the Gwent Safeguarding Board procedures, details can be found here; gwentsafeguarding.org.uk/en/protocols-and-procedures. The setting will, in most circumstances, endeavour to discuss all concerns with parents about their children. However, there may be exceptional circumstances when the setting will discuss concerns with Social Care and/or the Police without parental knowledge (in accordance with Child Protection procedures). The setting will, of course, always aim to maintain a positive relationship with all parents.

To safeguard children and promote their welfare we will:

- Create an environment to encourage children to develop a positive self-image.
- Provide positive role models and develop a safe culture where staff are confident to raise concerns about professional conduct.
- Ensure all staff are able to identify the signs and indicators of abuse, including the softer signs of abuse, and know what action to take.
- Encourage children to develop a sense of independence and autonomy in a way that is appropriate to their age and stage of development.
- Provide a safe and secure environment for all children.
- Promote tolerance and acceptance of different beliefs, cultures and communities.
- Always listen to children.
- Provide an environment where practitioners are confident to identify where children and families may need intervention and seek the help they need.
- Share information with other agencies as appropriate.

Medication & Illness

Parental permission is required before any prescribed or non-prescribed medication can be given to children at nursery. We have medication forms which need to be completed daily and the nursery will only administer non-prescription medication for a short initial period, dependant on the medication or the condition of the child. If the Manager feels the child would benefit from medical attention rather than non-prescription medication, we reserve the right to refuse nursery care until the child is seen by a medical practitioner.

We follow the Infection Prevention and Control Guidance for Childcare Settings in Wales, which sets out when and how long children need to be excluded from settings due to illness, and the nursery manager retains the right of refusal of all children, parents, staff and visitors who are deemed contagious or appear too ill to attend, and may impact on the welfare of the rest of the nursery.

All infectious illnesses must be notified to the Nursery as soon as possible in case other children show the same symptoms. Depending on the advice from Public Health, other families may be advised a child has a specific condition but their identity shall not be shared.

Inclusion & Equality

At Osbourne Lodge Nursery we take great care to treat each individual as a person in their own right, with equal rights and responsibilities to any other individual, whether they are an adult or a child. We are committed to providing equality of opportunity and anti-discriminatory practice for all staff, children and families according to their individual needs. Discrimination on the grounds of age, race, religion or belief, marriage and civil partnership, disability, sex and sexual orientation, gender reassignment, pregnancy and maternity have no place within our nursery.

Information, Storage & GDPR

At Osbourne Lodge Nursery we recognise that we hold sensitive and confidential information about children and their families. This information is used to meet children's needs, for registers, invoices and emergency contacts. We store all records in a locked cabinet or on the office computer / Family app with files that are password protected in line with data protection principles. It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your relationship with us.

Any information shared with the staff team is done on a 'need to know' basis and treated in confidence. This policy works alongside the GDPR Privacy Notice (available on request) to ensure compliance under General Data Protection Regulation. Parents are welcome to see and contribute to all records that are kept on their child. However, we must adhere to data protection laws and, where relevant, any guidance from the relevant agencies for child protection.

We will securely store and protect your information for up to 24 years and adhere to privacy guidance on the use of CCTV footage. CCTV records over itself every month and is not present in any toilets or nappy changing areas Nikola Masters is the Data Protection lead for the setting, please speak to her if you would like further information.

Late or Non-collection of a Child

At Osbourne Lodge Nursery we have morning, afternoon and all-day sessions. Parents can collect their child from the nursery flexibly within this time, although we ask them to be no later than the session end time. For example if they attend the morning session we expect children to be collected no later than 1pm, and afternoon or all day session no later than 6pm. We understand that some parents may arrive earlier to collect their child, which is acceptable. However, the full fees remain in place for the allocated session times.

In a rare occasion where families expect to be late, we ask you to call us immediately and if necessary, arrange for someone else to collect your child. We will need information and a full description of the person who will be collecting if we have never met them before. Regular late collections will not be tolerated as it affects the running of the nursery and staff. For late collection we first apply extra charges or in extreme cases the child place may be withdrawn.

In the instance of non-collection, after a reasonable amount of time has been allowed for lateness, the emergency procedure will be initiated by staff as detailed in our full policy and includes phoning parents, then other emergency contacts and in the last instance phoning the Duty Officer at Social Services for advice on further action to take.

Positive Behaviour

At Osbourne Lodge Nursery we believe that children flourish best when they feel safe and secure and have their needs met by supportive practitioners who act as good role models, show them respect and value their individual personalities. The nursery encourages and praises positive, caring and polite behaviour at all times and provides an environment where children learn to respect themselves, other people and their surroundings.

We implement the Early Years Curriculum supporting children to develop their personal, social and emotional development. We support children to do this through working together with parents, having consistent approaches and boundaries appropriate to the emotional development of the child. We help build confidence and self-esteem by valuing all children and giving lots of praise and encouragement.

We never use or threaten to use physical punishment or corporal punishment, such as smacking or shaking, or use or threaten any punishment that could adversely affect a child's well-being. If any parent has a concern about their child, a member of staff will be available to discuss those concerns. Working together can ensure our children feel confident and secure in their environment, both at home and in the nursery and help put techniques in place.

We encourage children to recognise that bullying, fighting, hurting and discriminatory comments are not acceptable behaviour. We want children to recognise that certain actions are right and that others are wrong.

Accidents & First Aid

At Osbourne Lodge Nursery the safety of all children is paramount and we have measures in place to help to protect children. However, sometimes accidents do unavoidably happen.

When an accident or incident occurs we ensure the child is comforted and reassured, the extent of the injury is assessed and first aid procedures are carried out where necessary, by a trained Paediatric First Aider. We will update families via our app and request the child's collection only if necessary. A call is made for medical support and/or an ambulance if deemed necessary and families called immediately. An accident form will be completed for families and signed by staff and manager, we always keep a copy for our records.

Aggressive Behaviour & Conflict

At Osbourne Lodge Nursery we believe that we have a strong partnership with our parents and an open door policy to discuss any matters arising. If, as a parent, you have any concerns or issues you wish to raise with the nursery then please speak to us straight away and follow the complaints procedure.

In the case of a parent emailing, calling or using social media to complain the nursery will direct them to the correct procedure for raising a complaint. We have a zero tolerance on abusive calls, emails, social media contact and face to face confrontation. Our staff must be treated respectfully at all times, failure to do so may lead to a ban from the setting and a child's space may be removed.

Concerns, Complaints & Compliments

We always hope that parents are happy and satisfied with the quality and service provided, and we encourage parents to voice their appreciation to the staff concerned and/or management. 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 Children and Child Protection Policy.

Internal Complaints Procedure



Stage 1

If any parent should have cause for concern or any queries regarding the care or early learning provided by the nursery, they should in the first instance take it up with the child's key worker or a senior member of staff/room leader. If this is not resolved, we ask them to discuss this verbally with the manager. If the concern is about the Registered Person (Nikola Masters) and cannot be resolved, they are able to contact the Ombudsman or CIW.

Stage 2

If the issue still remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the nursery manager. The manager will then investigate the complaint in relation to the fulfilment of the NMS requirements and its associated regulations. The complainant will be notified, in writing, of the outcome of the investigation within 14 days of receiving the complaint. With the agreement of the complainant the period for resolution may be extended by up to a further 14 days if necessary. The manager will document the complaint fully and the actions taken in relation to it in the complaints log book.
(Most complaints are usually resolved informally at stage 1 or 2.)

Stage 3

If the matter is still not resolved, the nursery will hold a formal meeting between the registered person (**Nikola Masters, nikola@osbournelodgenursery.co.uk**) manager, parent and the senior staff member to ensure that it is dealt with comprehensively. The nursery will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record, and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

Stage 4

Parents are informed that they have the right at any time to complain to the local authority which has arranged for the provision of day care for the particular child (if appropriate), and that they have the right at any time to complain to CIW. CIW is the registering authority for nurseries in Wales and investigates all complaints that suggest a provider may not be meeting the requirements of the nursery's registration. CIW risk assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not met. CIW are not a complaints agency and will only deal with issues which relate to failures relating to the Minimum Standards, personal complaints will be directed back to the nursery.

Care Inspectorate Wales

Telephone: 0300 7900 126

Email: ciw@gov.wales

Contact Details for The Ombudsman

Telephone: 0300 7900203

Email: ask@ombudsman-wales.org.uk

Website: www.ombudsman-wales.org.uk

Useful Contact Numbers

Local Child Protection Team

Telephone: 01495 762200

Email: social.services@torfaen.gov.uk

Social Services (Out Of Hours)

Telephone: 0800 328 4432

NSPCC

Telephone: 0808 800 5000

Website: www.nspcc.org.uk

Health Visitors, Early Years Advisors, Family Information Service

Telephone: 01495 762200

The Grange Hospital

Telephone: 01633 493100

The Royal Gwent Hospital

Telephone: 01633 234234

Neville Hall Hospital

Telephone: 01873 732732

NHS Advice

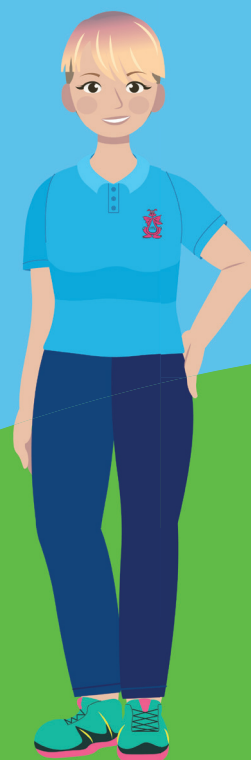
Telephone: 111

Police Non-Emergency

Telephone: 101

Police Emergency

Telephone: 999



If you have any further questions
please feel free to call us or email at:

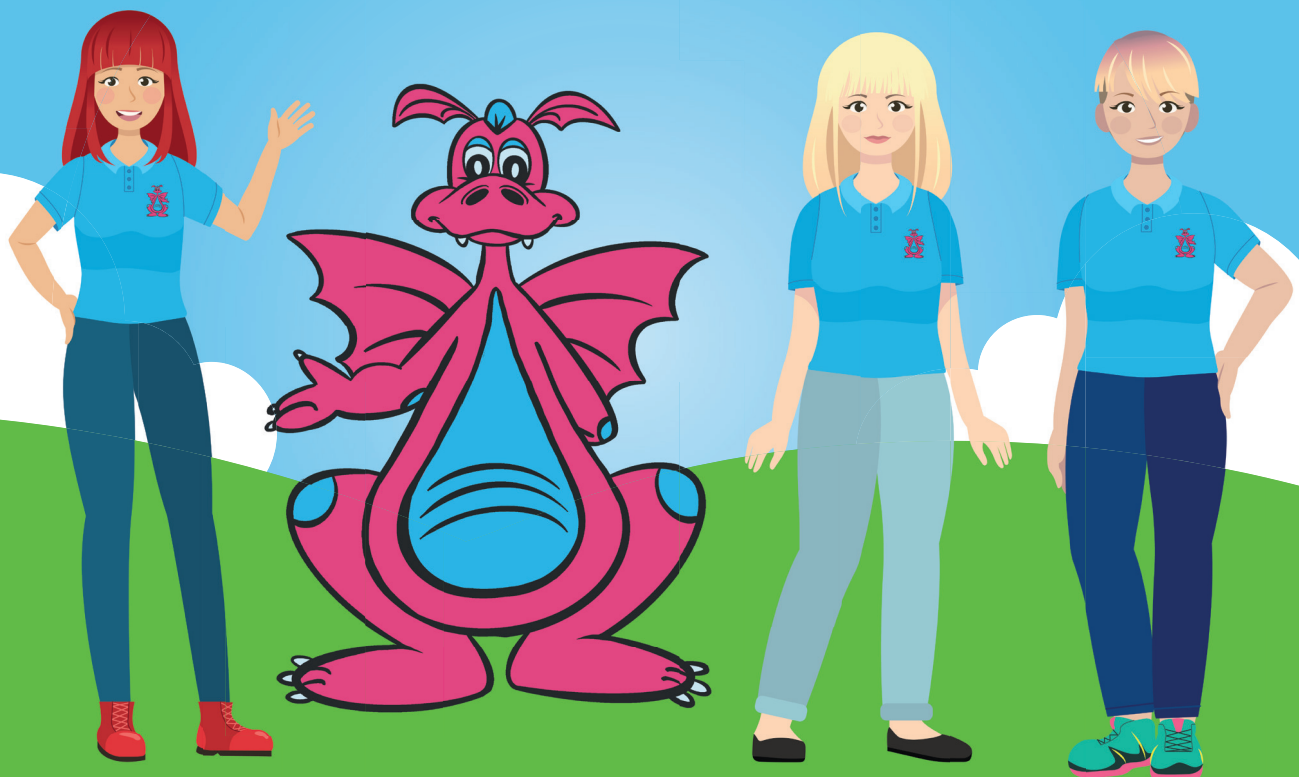
01495 752234

info@osbournelodgenursery.co.uk

Thank You

This Family Information Pack is also used as our Statement of Purpose, a document required by CIW as a condition of registration. It is regularly reviewed and updated, at least every 6 months and a copy sent to CIW should any changes be made. If you have any queries or suggestions relating to the information in this pack we would love to hear from you at the Nursery.

Updated: Feb 2024 NJM



Precious things need precious care

