Awarded the ‘outstanding’ accolade by Ofsted, Nipperbout combines imagination and heaps of fun with an uncompromising health and safety policy always ensuring the highest quality of professional care.

Leaving children with strangers in an unfamiliar environment can feel uncomfortable for parents as well as children. We hope that the following information will help to reduce any fears or doubts you may have about the standard and quality of the care your child/children will receive whilst at Nipperbout.

**OUR STAFF**
Core Nipperbout staff are experienced in building positive relationships with children and settling first time crèche visitors. All Nipperbout staff are CRB checked and undergo in-house training. Under 8’s staff hold relevant childcare or teaching qualifications and Over 8’s staff are drawn from teachers, youth leaders and actors.

**REGISTRATION AND COLLECTION**
The safety of your child is of paramount importance to us. We need to know about any special needs, language or communication difficulties. If your child requires one-to-one or special needs care, please ensure we are aware of this beforehand. Tell us about any likes and dislikes and any behavioural traits that might help us give your child an enjoyable stay. Please note: information is not held from previous crèches as important details often change.

Children must be signed in and out with entry and exit times noted. Only the person who signs the child in may sign the child out, unless a specific name and password for an alternative person has been noted on the registration card. On the first day of a conference there is an abundance of checking and signing – this is for the safety and care of your child. Nipperbout staff do their best to work efficiently, quickly and politely – we encourage you to support us in this approach. We ask that you return at the appointed time to collect your child.

NB: Registration can not take place during meal times and outings.

**OUTINGS**
When children are inside for longer than 4 hours they must be taken outside for fresh air and exercise. Nipperbout arranges age-appropriate trips to local parks, playgrounds, soft play centres, places of interest, bowling alleys and the cinema. Walking to and from these venues is part of our ‘healthy living’ programme. All children regardless of age are required to wear High Visibility jackets whilst on outings. Should any child feel strongly about not wearing the jacket, we are happy for parents to take the child out of the crèche during the outing.

We prefer that all age groups are not supplied with money as we provide little opportunity for spending it. Due to other children’s allergies, we do not allow snacks (nuts), sweets or fizzy drinks.

**ITEMS PROHIBITED IN THE CRÈCHE**
- Any personal food except baby food or food for special dietary requirements.
- Medicines or tablets (unless essential and locked in the medical box).
- Wheelie trainers.

Please note: valuable items such as designer clothes, cameras, mobile phones, gameboys and play station discs are not encouraged and brought to the crèche at the owners own risk. Nipperbout cannot take responsibility for loss or theft of these personal items.

**FACE PAINTING**
This is a popular activity. Parental permission is required – please indicate on your child’s registration form. Face paints should be removed after 2-3 hours with soap and water only.

**PHOTOS**
Staff may use cameras for recording observations during activities, and occasionally clients request photos. Written parental permission will be requested first.

**IN THE EVENT OF AN ACCIDENT**
Should your child become hurt whilst in our care we would administer first aid and record it in our accident book, which parents must sign. A copy of the report will be supplied on request. Further medical assistance will be sought if our staff consider it necessary.

**SAFEGUARDING CHILDREN**
Nipperbout has an obligation to inform Ofsted, the NSPCC, or the Scottish Children and Family Service of any allegations of serious harm or abuse by any person living working or looking after children at the premises.

**MEDICATION/DRUGS ADMINISTERED BY STAFF**
- Parents must provide staff with a letter of authorisation containing clear instructions for the administration of all medicines.
- Medicines must have been prescribed by the child’s GP and have the GP label with child’s name and dosage and must be locked in our medical box.
- Our insurance prohibits us from administering medicines bought over the counter.
- Staff administering medicines are required to record this and parents will be asked to sign to acknowledge (they have been informed by staff) that the child has received medicine at the correct times and dosage levels.
**ACTIVITIES**
An interesting timetable of activities, workshops and outings is devised for every event.

**EQUIPMENT**
We have a wide range of equipment for children of all ages to enjoy. Interactive play mats and toys, baby walkers, sensory toys, baby treasure baskets, cushions, books, puzzles, ball ponds, ride-on's, slides, trikes, dressing up, hoops and tunnels, dolls, cars, super hero figures, musical instruments, construction toys, sand and water, bouncy castle, air hockey, soft bricks, house play, football tables and trampolines.

**FEEDBACK**
Should you have any worries, concerns or grumbles we do hope you will discuss these with our staff. Your child’s wellbeing and your ability to enjoy the event with peace of mind are very important to us. We invite you to write in our ‘comments book’ and any feedback you give us will be most welcome.

Complaints may be made in the following ways:
- Talk with the team leader or a staff member. Verbal complaints will be recorded, actioned and displayed for other parents to see.
- A complaint form is available upon request.
- Contact the proprietors, Janthea and Steve Bridgen (details on back of this leaflet). We will acknowledge a written complaint within two days of receiving it, and aim to investigate and respond fully within 14 days.
- Contact Ofsted by phone on The Early Years Complaints Line: 0300 1231231 or write to Ofsted National Business Unit, Royal Exchange Building, St Anne’s Square, Manchester M2 7LA.

**TEAM**
Nipperbout staff ratios are as follows:
- 0 – 2 years: 1 adult to 2 children
- 2 years: 1 adult to 3 children
- 3 years and above: 1 adult to 5 children.

All children are allocated a Key Worker who will be available to discuss your child’s needs. A photograph of your child’s Key Worker will be displayed outside the crèche. A back-up member of staff will care for your child whilst the Key Worker is on breaks. Parents are welcome to settle children in, however we need to know who is in the crèche so you will be asked to sign the visitors’ book. Please tell your child when you leave, as a few sad tears are better than the distress and panic caused by ‘sneaking away’. If your child is distressed or unable to settle we will contact you – please ensure you leave a mobile phone contact number. Messy play is an important part of our sessions so please dress children accordingly. Spare clothing in a labelled bag is often useful.

Key workers for the under 3’s will record details of sleeps, feeds, nappy changes and activities enjoyed. Nappy changes are witnessed. Parents will be shown these records daily. Children’s bags should be clearly labelled with the child’s name. Please remember that the change of environment, travelling and general noise and bustle of the crèche is likely to unsettle young children and their usual routine may change.

For insurance reasons we cannot accept buggies in the crèche. Sleeping children must be placed in a cot or a bed.

**REFRESHMENTS AND FOOD**
Children have access to drinking water all day and are provided with a drink of sugar-free squash and a piece of fruit, morning and afternoon. We do not accept food or drinks into the crèche (except special diets or baby foods).

Exhibition halls are often dry and airless and children become hungry and thirsty very quickly. At Conferences, a hot lunch is usually supplied on full days and a sandwich lunch on shorter days. We ask the parents of Under 8’s to choose the children’s meals for them. A form will be provided. A ‘lunch feedback form’ gives parents an idea of how well their child has eaten.

**ASTHMA INHALERS**
- Where a child cannot self-administer, staff must obtain a letter of authorisation from the child’s parent/guardian with clear instructions for the administration of the inhaler.
- Blue inhalers may be kept in the child’s registration card pocket. Brown ones must be locked in the medical box.
- Inhalers must have the GP’s label on the box with the child’s name and dosage.

**CHLORDONE APPROACH**
Nipperbout has a particular childcare approach, which emphasises the positive telling children what we do rather than what we don’t. Inappropriate behaviour is dealt with by trying to discover the need behind the behaviour. When feelings and the need behind the behaviour are acknowledged, the behaviour often changes. Smacking or threatening a child with physical punishment is not permitted. Children are encouraged to contribute to the ‘Ground Rules’ during the first Circle Time. These are written up and displayed. We re-visit these rules at Circle Times to add or make changes. In extreme cases, such as when another child is hurt, inappropriate behaviour is recorded in our ‘Incident Book’ which parents are asked to sign.

Three entries in one crèche may result in exclusion. At the end of the event children are encouraged to give age appropriate feedback which is recorded and passed onto the management. We aim to give your child an enjoyable stay.

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Counts may be made in the following ways:
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**EPI-PENS OR HYPODERMIC INJECTIONS**
- If your child requires either of the above we must be informed at pre-registration prior to the crèche so we can ensure a trained member of staff is present on the team.
- We must have written consent from the child’s GP giving all details and confirming that the child is fit to attend the crèche. Please ask us for a form and we will post you one.
- We must have written consent from the parent.
- An action plan must be written and kept on site.

**SICKNESS OR DIARRHOEA**
Children who have been exposed to any infectious disease including influenza, diarrhoea, eye or skin conditions in the past 24 hour, should not use Nipperbout.

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**MISSION STATEMENT**
Nipperbout is dedicated to providing high quality childcare within short stay and temporary locations.

Our aims are:
- To transform a space, temporarily, into a safe and stimulating crèche environment suitable for children.
- To ensure children are safely and creatively occupied in stimulating, productive activities, whilst in our care.
- To provide a welcoming, empathetic atmosphere with consideration for people of all races, cultures and abilities who choose to use our facilities.
- To welcome and reassure parents so that they can leave their child and conclude their own activities with peace of mind.
- To listen and obtain regular feedback from staff, parents and children and be open to new ideas that may promote constructive changes and improvements.

**EQUAL OPPORTUNITIES**
Nipperbout is an equal opportunities employer and our childcare philosophy promotes acceptance, tolerance and the celebration of all cultures familiar to British society. We have a positive approach to multi-cultural staff and children and like to employ both man and women in our crèches.

**Nipperbout Active Childcare**
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