



## Bijou Day Nursery and Crèche Statement of Purpose

Bijou was born out of a vision to provide quality and affordable childcare for parents and carers within the Cowbridge locality for children aged from 6 months to 12 years where our staff adopt a Montessori Inspired learning approach that engenders the nurturing and caring that our babies and smaller children want while enabling the older children to feel secure yet more independent in an environment that enables them to grow and develop.

### **Services Offered:**

Bijou is offering Full Day Nursery between 7:30am and 6pm from Monday to Friday all year round apart from Christmas Day, Boxing Day, and Bank Holidays.

Our opening hours can be broken into sessions for those children who do not require full day care but would benefit from sessional and wrap around care. Additionally, we offer Crèche facility for Parents/carers who have emergencies requiring this type of care or for those who wish to have a pamper day or go shopping knowing full well their children are completely cared for.

Our Crèche is short term care and is for a minimum of 1 hour space providing. If Crèche care can be planned, then we will have more availability whereas Emergency Crèche will be limited by the availability of spaces and staff numbers.

Session	Times
Day	7:30am - 6pm
Morning	7:30am – 1pm
Afternoons	1pm - 6pm
Short Day	7:30am to 3pm

Quality childcare has benefits for the whole community enabling Parents/Carers to return to work knowing their children are in safe and responsible hands, thereby enabling them to combine family life with their employment, it enables employers to retain key staff and recruit quality employees and of course it enables the children to develop not only their personalities but also acts as a safe vehicle for them to explore this exciting world around them.

At Bijou we want Parents/Carers to feel part of their child's day no matter where they are and to enable this, we are introducing the FAMILY app that has been developed specifically with childcare in mind.



As Parents of young children ourselves we have struggled with the same emotions as every other parent of finding the right Nursery and learning to let go and then wondering if they are alright. Have they had their breakfast, what did they have, did they have some fruit and a drink for snack, have they eaten lunch, is their nappy changed, what have they been doing and the FAMLY app enables us to record this information for Parents/Carers as we go through the day so that they can be kept totally up to date as to what their little one is doing.

It doesn't matter how old our children get we will always worry about them and at Bijou we want to try and help Parents/Carers feel part of their children's lives even when they are at their employment working.

**Admissions Policy:**

We offer facilities to children between 6 months to 12 years old and to support children with their physical, emotional, social and intellectual development we shall be ensuring that SHEEP is used so that our children are Safe, Happy/ Healthy, and their Emotional, Educational and Physical needs are met and the Children have good positive role models and build warm relationships with staff.

It is vital that Parents/Carers feel comfortable with the quality of care that Bijou Nursery and Crèche is offering to their children and our FAMLY app is not designed as a one way communication tool for the Nursery to the parent but it enables the parent to communicate with Bijou as well, be that letting us know dropping off or collecting times, any changes to arrangements or even a change to the collection process can be quickly and securely be updated in this GDPR compliant platform.

Our fees are straight forward. The cost is per child however if a parent/carer has 2 or more children attending then we offer a 10% sibling discount on the smaller fees.

Additionally, if a parent is a Key worker as described in the Government list then we offer a 5% discount for all children. Discounts are not compound however we do accept the Welsh Government voucher scheme and company schemes. Additionally, we also offer term time only contracts for teachers.

If you require further information on this then please contact The Manager on 01446 396000 or by email at [manager@bijou-nursery.com](mailto:manager@bijou-nursery.com)

Nursery	Times	Amount
Day	07:30 - 18:00	£ 64.00
Morning	07:30 – 13:00	£ 39.00
Afternoons	13:00 - 18:00	£ 39.00
Short Day	07:30 - 15:00	£ 52.50

Creche	Times	Amount	CPH after 2hrs
Creche under 2	Min 1 hours	£ 11.00	£ 11.00
Creche 2 - 3	Min 1 hours	£ 10.00	£ 10.00
Creche 3+	Min 1 hours	£ 8.50	£ 8.50

Pre and After School Clubs	Times	Amount	Pick up/Drop off Fee
Breakfast Club take to school for 9am	7:30am to 9am	£10.00	£4.50
Morning Inc. Taking to School	7:30am to 13:00	£39.00	£4.50
Collection From School at 11:30/12:00 Stay At Nursery Until 13:00	11:30/12 to 13:00	£13.50	£4.50
Collection From School at 11:30/12:00 Stay At Nursery Until 15:00	11:30/12 to 15:00	£30.00	£4.50
Collection From School at 11:30/12:00 Stay At Nursery Until 18:00	11:30/12 to 18:00	£43.50	£4.50
Collection From School at 14:55 Stay At Nursery Until 18:00	14:55 to 18:00	£15.25	£4.50

Additional Hours		Amount
Late Collection Fee	per 15 Minutes	£10.00
Sibling Discount 10%	off Lesser Fee Charged	

### Aims and Objectives:

Bijou has undergone a major refurbishment and we have 5 large rooms for different ages of children as well as our indoor "Bijou Village". At Bijou we have 60 children's places.

We use the "birth to three matters", framework for babies and children under 3. Then we implement the Curriculum for Wales for children aged 3 years and over. This giving us the opportunity to provide younger children with excellent care and stimulation while the older ones attending after school will have a firm boundary structure but the ability to relax or do their homework.



Whilst Parents/Carers trust their children to our care, we believe we need to continually demonstrate our outstanding duty of care with communication being a key factor to our openness in showing our being an excellent nursery provider while using skills and training to ensure that children attending the setting are safe, healthy, happy and gain education whilst learning through the medium of communication and play, clearly demonstrating that every child matters and every child should be listened to.

We believe including these factors will promote a positive image to the children, along with developing their self-esteem, confidence and well-being.

The Bijou team are passionate about providing a fun environment for children to learn and explore. We strive for excellence and deliver a service in which Parents/Carers feel comfortable and content when leaving their child in our care.

Our team have the necessary experience, knowledge, qualifications and skills to provide excellence in childcare, where we can offer a nurturing, caring and fun environment. The team tailors our services to meet specific requirements of children, we offer the highest possible standard when meeting requirements and welcome children into Bijou who may have additional needs.

#### **The Bijou Organisation:**

Bijou is owned by Samantha Rennison who is one of the staff holding a level 3 childcare qualification and Level 3 in Playwork.

Elissa Clarke is the Nursery Manager and Person in Charge at Bijou and holds a Level 3 childcare qualification and has been working in the Nursery sector for the last seven years. Elissa has revolutionised our programme for the children, and it is her enthusiasm for what she does that will set the bar for our other members of staff who will be guided by her management style.

Elissa is ably supported by her Deputy Manager Josephine Evans who holds level 3 and level 3 playwork and our second Deputy Manager Jennifer Kent who holds a level 3 childcare qualification.

Elissa is ultimately responsible for the Deputy Managers who have been given responsibility for each of the Nursery Rooms and the members of Staff that will be working in those rooms and the children in them. It is the DM's duty to ensure that the FAMILY app is updated with the events of the day, and this will be monitored by Elissa as part of her daily tasks.

Elissa is responsible for the staff in Bijou and is responsible to Michael Rennison.



Michael Rennison is the Responsible Individual and directly responsible to the Care Inspector for Wales to ensure that not only the premises is well kept but that the Manager and her team are fulfilling their requirement in looking after the children and providing the care as laid down in this our statement of purpose.

**The facilities:**

Access to Bijou is only possible through key coded and fully alarmed doors. We have a policy of restricted access with controlled electronic signing in process and a similar exit policy all of which is monitored via our FAMLY app.

Bijou has been set up to have separate rooms specifically for the age ranges of children and although they will be kept separate most of the time there will be times, like mealtimes, when they will come into contact with other age groups.

Our rooms:

Baby room for babies ages 6 months – 14 months

Rising 2 for children aged 14 months – 2

Starlight sleep room

Toddlers for children aged 3 -5 years

High Street for children aged 3+ years

Our Starlight room is not only a quiet area with a carpet flooring but is also an area where sleep pods are available for the children to be able to nap safely in a fully monitored and quiet area.

All meals are prepared by Tracy our qualified Catering Supervisor in our own kitchen and the children are able to have food that they enjoy and is nutritionally balanced for a healthy diet.

**Emergency Procedures:**

Bijou has 4 emergency exits, one to the front of the building, two to the side of the building and one to the rear of the building. We have a comprehensive emergency procedure should any event happen and all Parents/Carers will be updated as to any issues via the FAMLY app or via a telephone call to the parent or if the parent is not available the next member of the family nominated as an emergency contact.

The full details of our emergency procedures can be found in our policies.

**Staffing:**

Our Staff are under the leadership of the Manager who is qualified to Level 3 in Childcare, and she is ably assisted by a Deputy Manager a team of practitioners who are



Level 5 & 3 in childcare qualified and we also have assistant Practitioners who hold a level 2 in Childcare.

Most of our staff team are First Aid qualified in Pediatric First Aid and hold a level 2 food hygiene qualification.

We also provide ongoing professional training for our staff ensuring that we stay at the forefront of developments in childcare and can offer the staff career development rather than just a job.

All our staff are contactable via the FAMLY app as well as by the landline however our primary focus is the children so while you can contact any team member at any time about your child it may not be that team member who responds but the most appropriate person who can answer your question all of which is supervised by the Manager.

We strictly manage staff to children ratios and adhere to the following National Minimum Standards:

Under 2's –	3 children to 1 member of Staff
2 to and under 3 -	4 children to 1 member of Staff
Aged 3 to 5	8 Children to 1 member of Staff

We always increase the staffing ratios for safety if we are leaving the setting for walks and trips to ensure that all children can feel safe.

**Age and Ranges:**

We are currently offering 60 childcare places in Bijou Day Nursery and Creche from



months to 5 years of age however we do accept older children up to the age of 12 years old for after school care and holiday club.

We offer our facilities to both boys and girls and work through the medium of English while developing and promoting the use of incidental Welsh and planning Welsh activities to implement throughout the week. We also have fluent Welsh speaking staff.

**When you join the Bijou Family:**

Parents/Carers will be given their own secure access to the FAMILY app and will be asked to complete the app for their child so that we have all the details for their "All About Me" which ensures that we know vaccinations, Doctors, next of Kin, Emergency contacts as well as any needs and requirements the child may have thereby enabling staff to follow a child's routines as closely to the parent's wishes as we can.

We acknowledge the importance of parents/carers involvement, and our staff work collaboratively alongside to support children within our provision. The Bijou team fully understand that the safety and well-being of children is paramount.

We aim to provide care that adopts and facilitates the running of The Early Years Foundation Phase for those from the age of three years to eight years.

**Designated Person:**

Each Child when their induction paperwork has been returned will be allocated a Key Worker who will get to know the children in their care almost as well as Parents/ Carers and it is this Key Worker/Designated Person who will be responsible for ensuring that other staff are made aware of how that child is and for informing Parents/Carers of how their little ones day is going.

**Our Learning Programme:**

We strongly believe that The Early Years Foundation Phase curriculum allows each child to make choices regarding their learning, and we have used this foundation for our Montessori Inspired Learning which encourages the children to learn, play and discover at their own pace.

There is plentiful research that has been carried out demonstrating that play is an essential factor to the development of children, a very powerful tool and Bijou children have access to areas in the nursery for them to display these skills.

Bijou provides a safe and welcoming environment that will enable children to participate



in every aspect of play.

Children's topic work will be kept in a folder and we will share their efforts during the day with Parents/Carers using our FAMLY app as we feel it's important that work is shared at the time and not on a pre-defined Parents/Carers day or at the end of term and this way Parents/Carers can ask specific questions about their child's day rather than "how was today?"

Through Digital Technology similar to the applications used daily by Parents/Carers A monthly newsletter and blog will be shared with Parents/Carers and feedback and comments are always welcome.

Additionally, the FAMLY app will hopefully encourage Parents/Carers to share their thoughts on what they have seen as well as what they wish to see or want their child to participate in with regarding social media, observations, nursery factors and polls.

So that an idea of how your child's day will unfold we have attached an example of what their day might consist of.

Children learn through play, as they play other strands fall into place, such as interaction, well-being and emotional development. There will be a routine each day and a board where children can visually see what's next or later as well as being able to spend time outdoors in our garden on a daily basis they will also have trips to the local parks as well as walks in the local area exploring some of the rich culture that Cowbridge has.

We shall be running our programme on themes such as "All About Me" where the children will be encouraged to talk about themselves and their interests and to draw and make things that relate to this theme.

Obviously different age ranges will have different abilities but all children will be following the theme while remembering that like the world, the Nursery is a multicultural and non sex discriminatory environment for the children and all ages and abilities are welcomed.



Time	Activity
7:30am-8.45am	Breakfast/ Free play
9:15	Free choice/ circle time/ story
9:45	Combination of free choice and planned activities
10:15	Snack

Time	Activity
11:00	Outdoor Play/ walk
12:00	Lunch
12:30	Nap

Time	Activity
14:00	Free choice/ planned activities
14:20	Snack
14:30	Circle time/ story
15:30	Fun fitness/ physical development
16:00	Welsh club/ communication and literacy
16:30	Tea
17:00- 18:00	Free choice

Nappy changes are factored into the routine and children are also changed as and when required. Nappies are to be completed am/pm checked before children leave the setting and if needed and should be changed regularly every 2-3 hours.



### **The Future:**

As we progress in growing the Bijou team, we offer our own training programme implemented and monitored by third party qualified trainers like Sirius Skills Training one of the UK's leading training agencies. This enables Bijou to ensure that the quality of the staff remains exceptionally high and meets the ethos laid down by the owner and the manager.

### **Reviews:**

Bijou Nursery will be an evolving Nursery whereby we want feedback from the Parents/Carers, the children as well as staff so that we can improve what we offer to the community and to you as parents and carers.

The world has undergone some challenges over the first 6 months of 2020 and as a progressive Nursery we need to embrace the challenges we are faced with so that parents and carers can feel happy that their children are in a safe environment so that parents and carers can go to work knowing their children are cared for and out of danger in the safe and nurturing environment of Bijou

Our FAMLY app is an open communication channel and we shall continue to review our Statement of Purpose to ensure that it reflects what Bijou is able to offer as a Day Nursery and Crèche and we will be informing CIW of any changes so we can ensure that everyone knows what we offer.

On at least an annual basis we want to carry out a survey to ensure that the parents and carers of the children attending Bijou have the opportunity to add their views and comments, both good and bad so that we can update how we work with the children and parents and also update this statement of Purpose if so required informing the CIW of any changes.

We want the Bijou community to be an active community where everyone has a say from the children and parents and carers to the staff and we believe it is only through this openness that we can improve.

*"Every child is gifted; they just unwrap their packages at different times."*



## Finally - Complaints:

If you have anything you would like to discuss then please contact the Manager in the first instance and if you have a complaint then please do read our complaints procedure which carries comprehensive information for you.

All Staff members of the Bijou Team can be contacted using the main telephone number 01446 396000 or via the app or using the email address [hello@bijou-nursery.com](mailto:hello@bijou-nursery.com)

If there is a complaint about a member of Staff then this should be made to the Manager who will investigate the matter and the person making the complaint is notified, in writing, of the outcome of the investigation within 14 days of the complaint being made.

The Nursery Manager is Elissa Clarke who can be contacted on the main telephone number 01446 728310 or messaged via our FAMLY app or by email [manager@bijou-nursery.com](mailto:manager@bijou-nursery.com)

If there is a complaint about the Manager, then this should be made to Michael Rennison who will investigate the matter reporting back to the complainant within 21 days.

The Responsible Individual is Michael Rennison who can be contacted on the main telephone number 01446 728310 or by email [michael.rennison@bijou-nursery.com](mailto:michael.rennison@bijou-nursery.com)

If there is a complaint about Michael Rennison then the Nursery should be notified as should the Care Inspector Wales who can be contact details are listed below:

While Care inspectorate Wales (CIW) welcome any feedback about the setting, experiences or concerns that you may have they are not a complaints agency and cannot be linked to individual circumstances.

If CIW are unable to deal with a complaint made, they will direct you to the best organization they believe can assist you.

CIW can be contacted using any of the medium detailed below:

Care inspectorate Wales  
Government offices,  
Sarn,  
Mynach,  
Llandudno Junction,  
LL31 9RZ

Website:

<https://careinspectorate.wales>

Email: [CIW@gov.wales](mailto:CIW@gov.wales)  
Telephone: 0300 790 012

