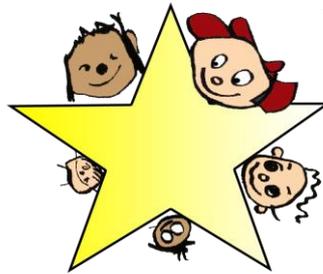




CHAPEL STREET



NURSERY SCHOOL

Prospectus

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Welcome to Chapel Street Nursery School

We hope that you will enjoy your time being part of our Chapel Street Nursery School community and that this brochure will give you and your family information about our School and what we can offer you.

We are a Luton Borough Council maintained Nursery School, and we offer both Nursery School education during the normal school day as well as Childcare through our extended hours daycare. We are open for 38 weeks a year during term time.

We look forward to working with you to make your child's time in our Nursery School enjoyable and valuable. We value your comments and suggestions.

A board of Governors supports us in running the school. It consists of volunteer representatives from parents, staff, the Local Authority and members co-opted from the local community. The Governors ensure the effective management of the school and work in partnership with the Headteacher. We are often looking for new members, so if you are interested and would like more information about becoming a Governor, just let your child's room leader know and we will contact you.

Daryl Pritchard, Headteacher and Sarah Gilbert, Deputy Head.

You can contact us at Chapel Street Nursery School, Russell Street, LUTON, Beds LU1 5EA
Tel 01582 413552

admin@chapelstreet.nurseryluton.com

www.chapelstreet.luton.sch.uk



Playing Together, Exploring Together, Learning Together

Values

- We are a fully inclusive setting and respect the child for who they are and where they come from.
- We value parents as the first educator of the child and develop strong links with our families.
- To ensure Chapel Street is a safe and healthy setting where our children enjoy coming.
- To ensure our staff are well trained and up to date with current research.

Ethos

- We endeavour to instil a lifelong desire to learn by providing high quality teaching.
- Strive for brilliance.
- We will start from where a child is in their development and their interests. Identify next steps to extend children's skills and help them reach their full potential and be confident and social young people.
- We know that children learn through play and exploring and we will provide opportunities for children to play and explore both indoors and outside.
- We foster independence in our children giving them freedom of choice; we encourage them to manage risk.
- We work towards being a valued part of our community providing services that meet the needs of our families.

February 2019



Admission – How to Join Our Nursery School

If you are interested in joining our Nursery School, you can speak to a member of the office staff.
Tel. 01582 413552

Email admin@chapelstreet.nurseryluton.com or via our website. www.chapelstreet.luton.sch.uk

We offer funded (free) and paid-for places:

FUNDED

Funded places of 15 hours per week are available for all children from the term after their 3rd birthday. Funded places of up to 30 hours are also available for 3 and 4 year olds who are eligible. Parents can apply online via www.childcarechoices.gov.uk or call 0300 123 4097.

We also offer up to 15 hours free for 2 year olds from the term after their 2nd birthday for families who are eligible. Parents can apply online via www.luton.gov.uk/timefor2s or contact the Family Information Service on 01582 548888.

These funded places must be taken Monday to Friday 9-12pm or 1-4pm during term time.

PAID

Paid places are available for any 2 year olds who don't qualify for a free place. These are available from their 2nd birthday, Monday to Friday 8-6pm during term time.

We offer wraparound care in Little Ellies Out of Hours Club to all children who need childcare outside of their free sessions.

When are we open?

School term dates are given out at the beginning of the year in September and are available from reception. They are also published in our half termly newsletter and on our website.

- Nursery is open term time for 38 weeks a year, Monday to Friday 8-6pm, including wraparound care.



Little Ellies Out of Hours Club

Little Ellies is our out of school hours club for wraparound childcare. Breakfast club runs 8-9am and After School club runs 4-5pm and 5-6pm.

When you apply for a place in our nursery school we will add your child's name to our waiting list and as soon as a place becomes available, we will contact you. Children are admitted to all the units in our school when spaces become available, although brothers and sisters of children already attending will be given priority. We reserve the right to offer full time places free of charge to children we consider have a particular need.

We require a deposit of one week's fees to secure a paid place. Fees must be paid in advance, and either weekly or 4 weekly. We can provide parents with a standing order mandate if they so wish. Failure to pay fees on time will result in the place being withdrawn. Any outstanding debts will be passed to the Council debt collectors, and from there onto the small claims court. We are a non-profit making organisation and as such rely on the fees to provide our services.

One week's notice is required in writing for cancellation of a place or for any contract changes.

When you have accepted a place

Our main intake is in September. If your child starts then, you will be invited to a meeting for new parents one evening in the first week of September. You will meet members of the leadership team, who will give you an introduction to our Nursery School and answer your questions.

Before your child starts, staff members including your key worker will usually visit you at home to complete our various forms, but occasionally parents of new starters complete the forms at nursery:

- Registration form. This gives us information about your child. Please help us keep all information up to date, by letting the office know of any changes such as special needs, allergies, medication requirements and contact numbers. **It is important that you give us a password to be used if you send anyone other than yourself to pick up your child. We will not allow anyone to collect your child without it.**

The Registration form includes a list of permissions we ask you to give when your child starts with us, such as giving permission to have their photograph taken, or sunscreen applied, or for the nursery to apply for Early Years Pupil Premium funding. You will receive a leaflet explaining Early Years Pupil Premium funding for children over 3. If you qualify, it will mean that extra funding (EYPP) will be allocated to the nursery for us to spend on resources in curriculum areas of need.

- Termly Funding form for children over 3. This ensures that Chapel Street receives government funding for your child for up to 15 hours per week or up to 30 hours per week if you are eligible.
- Our Privacy Notice details who we may share information with. We require consent by a person with parental responsibility:
(The Adoption and Children act of 2002 states that where parents are unmarried and the Father is named on the birth certificate, he will automatically have parental responsibility as well as the Mother. People who do not automatically have parental responsibility are -
 - The father of the child if he is not named on the birth certificate.
 - Grandparents or other relatives
 - Step fathers / mothers
 - Guardians of the child appointed by will

Parental responsibility can be obtained by formal written agreement with the mother or by order of the court. If you want to find out more about this matter, many solicitors will offer a free consultation. If you give permission, information will be shared with relevant organisations such as Luton Borough Council, the Health Service, Police or schools, to assist in providing family support. This is to help us safeguard all the children in our care. If you see anything that causes you concern, whether by other parents or staff, please speak to our Headteacher or any of the Level 2 trained staff. Their names are on notices around the school.

We also need to know about any court orders affecting access rights to your child/children.

ALL information is in confidence. If we feel we need to pass information on to other agencies we will discuss it with you first, unless we consider it to be an emergency.

Settling new children

There are settling in procedures for children to make sure they feel happy and secure before you leave them. We ask that parents stay with their child for one day, when they start at nursery, to help settle them in. Some children may take a lot longer than that and we are happy for parents to stay for as long as necessary.

Inclusion

All the Nursery Schools in Luton receive extra funding to support the inclusion of children with severe and complex special needs. This means that all staff are trained to meet the needs of children with a variety of needs. We strongly believe that all children should have a right to access good quality Nursery School education.



You may find that your child comes home telling you of a child who is in a wheelchair, communicates by signing rather than talking or is different in another way. We believe that all children are equal when playing and enjoying themselves. If you would like more information, please speak to our special needs co-ordinator.



Our Partnership with Parents

When your child starts here it will be the start of a new relationship with us. We recognise the important role that parents play in their child's educational development. You will complete a contract, which sets out the days and times that your child attends together with the cost, if any. It also includes our terms and conditions.

Arrival: Upon arrival at the beginning of the session, the parent/carer is responsible for handing the child over to a member of staff. **Please bring your child in on time as group time begins 15 minutes after the start of each session. If you arrive any later than 9.15am or 1.15pm you will be asked to wait in reception until 9.45am or 1.45pm rather than disrupt group time.**

Collection: When your child starts at our nursery, we ask you to give us a password for safeguarding purposes. This is to ensure that only people who know the password are allowed to take the child off the premises. Please arrive on time to collect your child. If you are going to be late, please phone and let us know, so we can reassure and comfort them as it can be upsetting for the child if their routine changes and they don't know where you are. Each time you are late you will receive a late warning letter. On the third and subsequent occasions you will be charged a late fee of £1 per minute.



Here at Chapel Street Nursery School the safety and security of pupils, staff and visitors is our main priority. We will not tolerate violent or abusive behaviour. Anyone behaving in this way will be removed from the site and prosecuted.

Our Staff

Our teaching staff are a mixture of Teachers, Early Years Educators, Assistants and Workers. We also employ apprentices who are supported in obtaining a child care qualification. A high percentage of staff are first aid qualified, and we make sure each unit has at least one qualified First aider on duty at all times.

All staff are police checked and the Nursery is registered with Ofsted.

Every staff member should be wearing a name badge so you can tell who you are talking to and what their role is in the school. We also give badges to visitors for security reasons.



Each child who attends our Nursery School will be allocated a key person. This adult will be in charge of keeping records on their group of children. You will be told who your child's key person is when they start. If you have any concerns or questions about your child, you should try to speak to them. If this is not possible for any reason, another member of staff will be happy to pass on a message.

The records that are kept on your child are available for you to see.

Family Worker

Our Nursery family worker, Sarah, is available from 9.30am to 2.30pm. She can help you deal with all sorts of issues such as those relating to parenting, working family tax credits, budgeting, healthy eating, how to cope with children's behaviour issues, bereavement, domestic violence, loss, depression, and can offer support and information about drug and alcohol misuse, and so on. She is available for outreach and home visiting if required. She is a mine of information about all sorts of things, so if you need support, just ask! If she doesn't know, she will be able to signpost you to someone who does.

We also have access to a variety of health care professionals who can give advice and support. So, please do get involved, and let us know what services you would find useful.

Learning

Our Family Classes – Ladybirds, Fireflies, Butterflies, Grasshoppers, Honeybees and Dragonflies

All our classes are family grouped so there is a mixture of 2, 3 and 4 year olds in each class. We occasionally have children aged 5 who have stayed an extra term. Family grouping lets the older children help care for the younger ones, encouraging them to be caring and responsible. The younger ones get to see the older ones as role models and learn from them.



The Family classes offer children Early Years education from the age of 2 to 5, provided by qualified teachers and nursery nurses.

At Chapel Street we teach the children the British values of:

1. Democracy – by teaching them to take turns
2. The rule of the law – by teaching them about good and bad choices
3. Individual liberty – by giving the children choices about the activities they may like to do
4. Mutual respect and tolerance of those with different faiths and beliefs – by celebrating different festivals.

A Typical Day in Nursery

Time	Activity
8-9am	Breakfast club
9am	Rooms open and children arrive
9.10am	Registration followed by story group time; children split into language-rich story groups, dialogic reading groups and children with additional needs are involved in an attention group
9.45am	Snack is served and the garden is prepared to be open. During this free flow time, the focus activity and next steps are done. Children are encouraged to tidy up at 11.20am
11.30am	Children go back to their base rooms for registration and group times. Children are split into nurture groups, key worker groups or a letters and sounds/phonics group.
12 noon	Children go home or go to lunch
12-1pm	Lunch time
1pm	Rooms open and children arrive
1.10pm	Registration followed by story group time; children split into language-rich story groups, dialogic reading groups and children with additional needs are involved in an attention group
1.45pm	Snack is served and the garden is prepared to be open. During this free flow time, the focus activity and next steps are done. Children are encouraged to tidy up at 3.20pm
3.30pm	Children go back to their base rooms for registration and group times. Children are split into nurture groups, key worker groups or a letters and sounds/phonics group.
4pm	Children go home or go for tea in the After School Club
4-6pm	After School Club



Topics

Each area of the school does weekly, monthly, half termly or termly topics, depending on the age of the children. These are linked to the Early Years Foundation Stage Curriculum which is followed by all of our children, from 2 to 5 years. These are usually planned in advance, but may be altered if the children show a particular interest in one area. For example, if the topic is about spring and the children get deeply involved in looking at mini-beasts, we may change the topic to focus more closely on that.

We have an inside and an outside environment. Both are equally important for the development of a young child. We will take the children out into the garden every day, no matter what the weather is like. Germs disperse in the open air, so if your child has a cold, it will be good for them to get into the fresh air. If you feel they aren't well enough to cope in the garden, please keep them home until they feel better.

The Curriculum



We follow the Early Years Foundation Stage Curriculum in all units. There are three prime areas, Communication and Language, Physical Development and Personal, Social and Emotional development. There are a further four specific areas, Mathematics, Literacy, Understanding of the World, and Expressive arts and design. Our curriculum is play based and the children learn through play.

We encourage you and your child to borrow our library books as often as you would like. There is a folder in each room to write down which book you take. We also have a wonderful set of toys you can borrow weekly. These include Outdoor activities, puppets, chatterboxes, storysacks, and maths activities.

The Early Years Foundation Stage Curriculum covers:

Communication and Language - We will help your child talk, share books with them, learn new words and their meanings, share conversations, learn to recognise and maybe write their name and so on. We use puppets and story sacks to have fun with language. We are used to helping children who have English as a second language, and we have a speech therapist who can help children who may be delayed in their speech.

Physical development- We all want our children to be fit and healthy, and we have the time, space and equipment to allow children to "let off steam", run around and have fun. Our outdoor provides a challenging and interesting time for the children. We have soft play equipment for use indoors, and a variety of dance CD's to use. We also have fine motor skills activities like threading and weaving to develop those skills needed for writing when the children are developmentally ready.

Social and Emotional development- Once children have settled in to Nursery, they need to learn to share and to take turns, to care for themselves and for each other. They need to know what behaviours are acceptable and which are not. They learn about healthy food and keeping themselves safe. We teach them these things within a caring relationship, we explain things to them and we are good role models.

Mathematics - Jigsaw puzzles, counting stairs as we go up them, learning number rhymes and songs, matching the number of chairs to the number of people who need one, playing counting games like "What's the time, Mr Wolf?", all help children learn to count, reason and solve problems.

Literacy - The children love making up their own stories which we sometimes make into books with photos and words. We have received training in "Every Child A Talker", which has helped us produce some



excellent ideas that make learning really fun. We start phonic work and reading skills with children who are ready for it.



Understanding of the World - This covers areas like Science, Geography, History and Information Technology. Obviously it is important to do these subjects at a level which is appropriate for the children, and they are generally covered in topics that interest them, such as insects, houses, food we eat and so on.

Expressive arts and design - This covers art activities such as painting, drawing and colouring, but also drama, music and learning songs and rhymes.

Planning

All the activities that are done with the children are very carefully planned and reviewed daily, as well as termly and annually. The staff observe the children, noting their development and interests, so that we can plan to extend their knowledge, skills, attitudes and understanding. This may be done by:

- Adding to, or making changes to the learning environment
- Introducing an idea or activity directly to the children
- Joining in with the children as they play, supporting their own ideas

Children develop confidence, ideas and concentration when they are given the opportunity to play and explore for prolonged periods of time. That is why the sessions are not interrupted until small group time about half an hour before the end of the session.

ICT

ICT plays a part in our curriculum. We are fortunate to have a good supply of Ipads with some good programs to use with the children. They are usually cross-curricular and link in with the Early Years Foundation Stage curriculum. We also have large Smart Boards in most rooms that the children can use. We access the internet to find interesting and suitable sites for the children and use the LEA recommended broadband service provider that operates a filtering system and restricts access. On your child's admission form we ask if you are happy for them to use the computer whilst connected to the internet. For more information, please see Daryl, who can discuss this with you.

Homework – Talk time

Every week your child will bring home a sheet that is linked to what they have been doing at school. It will have a task for them to do at home. When it is returned to school, the children talk about what they did, during circle time. After that the sheet will be put into their learning story to keep as a memory.

Learning Stories

The children's records are kept as 'learning stories' which is a file of observations, photos, drawings and comments collected by each child's key person. They are kept in the relevant classroom; and are always available for you to look at. The children are very proud of them and love looking at their own and others. We would be delighted if you would like to use the 'Parents voice' sheet to add your comments.

If your child's learning story is not there the key person is probably working on it. You are welcome to borrow the learning story to take home and show your family, but we ask that you tell the key person first, so we know where it is.

Clothing

At Chapel Street Nursery School the children take part in physical and creative play both indoors and outdoors on a daily basis. For this reason please send your children in clothes and shoes that are easy to take on and off (for the toilet or for dressing-up), and that you don't mind getting paint, clay and dough on. Please name all clothes to save them getting lost. In winter, please provide hats, gloves and scarves and Wellington boots.

In the summer, please send in sun hats and clothes that protect your child's shoulders. We ask that you apply sunscreen just before you bring your child to nursery. If your child is full time we need your permission to allow them to have sunscreen applied at school with the help of the staff. This is a question we ask on your child's admission form.

Please supply a change of clothes for your child in case your child gets wet or covered in paint. We do have a supply of nursery clothes to borrow if you have not supplied a change of clothes.. Please return them to us as soon as possible after using them, so others can use them too. Also, when your child grows out of their clothes, we are always glad to have them for spare use.



Jewellery

It is best that your child doesn't wear jewellery to school as it may get caught or pulled. If you want your child to wear jewellery, please be aware that it will be your responsibility if an accident should occur.

Weather conditions

Most of our children live within walking distance of the school, whereas a lot of staff live further away. In times of bad weather it may be necessary to close our services, although we will try our best to stay open. On these occasions parents will still have to pay fees. We aim to advise parents as early as we can on the days the school is shut via a text message using the ParentMail system. We will also try to put an announcement on our school website, www.chapelstreet.luton.sch.uk, and to leave a message on the school answerphone to say that the school is shut. Parents are advised that the Luton Borough Council website will announce any school closures that are necessary.

Working with Parents

Throughout our Nursery School, we like to work in partnership with parents. You are the experts on your child, and have been educating them since the day they were born. We want to work with you to provide the best possible outcomes for your child.

We are very keen to have parents, grandparents or other family members in to provide support in the nursery, on a one off basis or weekly. This might be to read books, sew, garden or talk about something to do with our topic. We never leave unqualified people or those without a DBS check alone with the children.



On Fridays we have a Family Fun Days when we invite parents to come into nursery at 9am and 1pm to share in the classroom activities with their child. They are planned to encourage lots of interaction and talking between parents and children. Each week an activity is set out in the classrooms, which parents and children can both enjoy together... The children can tell their parents about their class, their teachers, and their friends. Each week the activity will cover a different area of the curriculum and will give parents some great ideas of things to do at home.

Five to Thrive

Across Luton 'Five to Thrive' is being rolled out so that all services are using the same approach to all the under-fives in the area. The approach is based on sound research into brain development. At Chapel Street we are training all our staff so that we can use the approach across the nursery.

We already know that parents are the most important things in children's lives, but recently scientists have discovered something even more amazing... how a parent behaves around their baby particularly in the early years has a significant impact on how their baby's brain develops. This is the foundation of how the brain will work as the child grows up and becomes an adult, so if a baby's brain develops healthily they are more likely to be happy and successful as older children and adults.

As it says there are five blocks to the approach.

1. **Respond** to the child, giving the child your full attention.
2. **Cuddle** the child; this can be as simple as holding the child's hand or giving them a gentle pat.
3. **Relax** with your child, spending some quiet time, perhaps sharing a book together.

4. **Play** with the child, this is not necessarily having toys. It is about sharing an experience with your child, e.g. Singing 'Row Row Your Boat' with the actions.
5. **Talk** with your child. Sharing in a conversation taking turns to say something.

All five steps help children to develop a healthy brain.

Parents' consultation weeks are held termly for all families, when you are welcome to come and talk to your child's key person about the progress your child is making with us.

All information we keep about your family is confidential and kept in a locked cabinet, accessible only to those in charge. To meet the needs of the children in our care, we aim to build strong relationships and make sure the sharing of information is a two way on-going process between the nursery and the parent/carer.

Evaluation

Once a year we send out a 'satisfaction survey' to parents, to give an opportunity for you to tell us how you feel about our services and any improvements that could be made. We value your responses and act on your comments wherever possible.

We hold end of term celebrations which parents are invited to before the Christmas break.

We send home a two year check for each child who is two and a report for all children who leave in July when they turn four. The leaving report is also sent on to the children's new primary schools. Before they leave us we have graduation celebrations for parents to attend, where the children are presented with a certificate. We take pictures of the children before the event and you can buy a photograph of your child in their gown.



These are some of the rules and requirements we have in our Nursery School

- We have several rules regarding illness and medication. There are posters around the nursery telling you what we expect from you in these circumstances.
- Please make sure you put your child's name in their clothes. It is especially important to label coats. Children often pop into other classrooms and may leave their coat behind when they go back to their own room.
- Please bring a spare set of clothes for your child. They may fall in a puddle outside, get paint on themselves or have an accident and need to change.
- **Medication:** This will only be given in exceptional circumstances and the decision to give it or not will be taken on an individual basis, by the Headteacher or a member of the Leadership team. There are forms to be filled in before medication such as inhalers can be given. Medicines are kept in a locked cupboard away from the children.
- **Absences:** We need to be informed as and when a child will be absent due to sickness or for holidays for any length of time. Please advise your child's unit as well as the office staff. This is important because when your child moves on to Primary school their attendance rates will be monitored. We keep records of every child's attendance and we celebrate this by publishing the names of all children who achieve 100% attendance in our Newsletters each term.
- **Parking** The parking on our premises is for staff use only. It is very limited and there is no room for parents or visitors to park. Pedestrians must use our walk-in entrance, not the car park as the car

park can be dangerous with cars reversing etc. Car parking is available on the street, but we would ask parents to move on quickly to give other parents the chance to drop their children off as well. Please do not park on the pavement as we obviously have a lot of pushchairs coming and going and they may not be able to get past.

- **Trips:** From time to time we may take your child out on a trip. This may be locally to the shops or further afield to a farm or zoo. Although you will sign to give your permission on the admission form, we will always inform you before taking the children out, to get your permission again which may be asked for verbally or in writing. We always take plenty of adults on any trips to ensure the adult-child ratio is adequate. We aim for each adult to have two children to look after. We also hold an annual family day out in the summer when you will be invited to join us with your children.
- **No smoking policy:** The school and the site operate a total non-smoking policy. We appreciate your co-operation in conforming to this important rule.
- **No mobile phone policy:** We ask you to turn your phone off when you come in our gates. This is because your child needs your attention when leaving you or being collected by you, so that you can talk to them, settle them in, listen to what they are telling you. Your child should always be far more important to you than your mobile phone. This is also a safeguarding matter, and taking photographs is forbidden.

Moving on to 'big' school

When your child is about to move to Primary or Infant school, we will liaise with their new school and teachers to make their transfer as smooth as possible. Schools have different policies on when they admit new children, and we support them in that. You have a choice of when to move your child. You may prefer them to attend a reception class or stay with us until they are old enough to go into year 1. Remember that your child can stay with us until the term after their fifth birthday. If you would like to discuss this important decision with us, we will be glad to help.

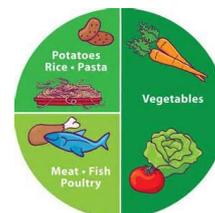


Once your child is registered with us they will be in the Luton Borough Council education system. You will receive 'Starting School' information in the Autumn term of the academic year before your child is 4. The deadline for applications is usually during January. Parents are encouraged to complete an online application form. Paper applications should be taken to your first choice Infant or Primary school. When places have been allocated, you will be notified. This is usually just after Easter. Please let us know which school they will be going to. We liaise with the schools and for each child we give them a report, which you will receive as well. You will also receive your child's learning story folder containing their work. Parents can choose to defer their child's place at school until he or she is 5. Please speak to a member of staff for details.

Healthy Eating

Throughout the Nursery School we promote healthy eating. Our menus are checked and our chef makes sure we provide healthy options for the children. We work hard to ensure that full time children who may have all their meals with us eat 5 pieces of fruit and vegetables every day. We also provide healthy snacks, which are available during the morning and afternoon sessions.

The menus are spread over a 4 weekly rota and are displayed in every classroom as well as being published on the website. Copies are available on request.



We encourage all the children in making healthy decisions about what to eat. The children have access to activities where they are able to practise skills like spreading, cutting and pouring, where all the choices are healthy. We might have fruit, breadsticks, pitta bread, houmous, vegetables or dried cereals. Water is always available to drink.

Despite the emphasis on healthy eating, we do love to celebrate the children's birthdays with them and are happy for you to bring in fruit to share with their friends. As most of the children are under five, we receive a free carton of milk for them every day.



Policies and Procedures

These are available from the Headteacher and the main ones are also on our website.

Child Protection and Safeguarding Procedure

It is our practice to oversee the safety of our children. We have a legal obligation to report any concerns we may have to the appropriate authority. We have a Child Protection and Safeguarding policy which may be seen on request. Chapel Street has 5 staff members who are trained to Level 2 safeguarding, and supervise the Safeguarding processes at Chapel Street. They are Daryl Pritchard, Sarah Gilbert, Sarah Cain, Rosanne Hill and Lisa Pepper. If you have any worries or concerns you would like to discuss about Safeguarding, there should always be one at least of these people on site at any one time. They will be happy to meet with you to talk about your concerns.

Compliments or Complaints Procedure

At Chapel Street Nursery School, we like to know how we are doing, so we welcome your feedback if we do something really well or if you feel that there is room for improvement. If you have a concern or complaint we always try to deal with it helpfully and reasonably. If we need to, we try to put things right as quickly as possible. If you have a concern or complaint you need to take it up with the school itself. The local council would not usually get involved in a complaint unless the school had completed its own procedures first. This complaints procedure is for general complaints. The school must follow other procedures for complaints or appeals about the curriculum, special educational needs provision, exclusions and admissions. Staff disciplinary action, child protection issues or criminal investigation will also need to be handled differently. When you discuss your concerns with us we shall tell you which process to follow.

Full details of the procedure can be found on our website, www.chapelstreet.luton.sch.uk

Do you have any questions?

If there is anything else you would like to know, please pop in and speak to us or contact us as below:

Chapel Street Nursery School, Russell Street, LUTON, Beds LU1 5EA

Tel 01582 413552

admin@chapelstreet.nurseryluton.com

www.chapelstreet.luton.sch.uk