Updated: Sept 2026

Golden Grove Day Care

(Includes Flying Start, Full Day Care, Wraparound and After School Provision)

We are registered with Care Inspectorate Wales (CIW)

Registered for 62 children

Registration number -

CYM00006373

Golden Grove School,
Orange Way,
Pembroke,
Pembrokeshire
SA71 4DP

01646 681096 / 682605

Find us on Facebook @ Golden Grove Day Care

Golden Grove Day Care is provided and operates under the Governing Body of Golden Grove School. Together, they are responsible for ensuring the quality and compliance of the service, supporting the Person(s) in Charge, and maintaining a high standard of care and education of all children attending the setting.

We welcome comments from parents and aim to resolve any concerns quickly.

Please speak to:

Person(s) in Charge **(Day Care Managers)**	**Responsible Individuals**
Mrs Sally Brown (Mon-Wed) **Email:** Sally.Brown@pembrokeshire.gov.uk Miss Samantha Regan (Mon-Fri) **Email:** Regans20@hwbcymru.net **(For After School Provision enquiries, please contact -** Miss Samantha Regan) **Tel:** 01646 681096	Mr. Andrew Williams **Email:** Head.golden-grove@pembrokeshire.gov.uk **Tel:** 01646 682605
Admin: Admin.golden-grove@pembrokeshire.gov.uk	

Our Aims

The aim of Golden Grove Day Care is to provide high quality, accessible childcare that supports the care, learning and development of children aged 2–4 years, alongside offering accessible after school provision for children aged 2–11 years. We aim to provide a welcoming, safe and nurturing environment where children feel valued, secure and confident to explore and learn through play. Through a child-centred approach, we support children's individual development by providing a wide range of play experiences that promote their social, emotional, physical and cognitive development.

Our provision reflects the principles of the Curriculum for Wales and the guidance provided by Pembrokeshire County Council Early Years, Play and Childcare Service. We work in partnership with families and other professionals to ensure that every child is supported to reach their full potential.

Staff

Staff are recruited and employed within and work to or exceed, regulatory requirements at all times. All staff have a DBS enhanced check and a full staff induction to the setting. Our staffing ratio is 1:4 for 2 – 3 year olds and 1:8 for 3 – 11 year olds. The setting operates within its registered capacity as approved by Care Inspectorate Wales.

Provider:	Golden Grove Governing Body & Mr. Andrew Williams
CIW Responsible Individuals:	Mr Andrew Williams
CIW Person in Charge:	Mrs Sally Brown & Miss Samantha Regan
Day Care & Flying Start Provision	
Room Deputies: Katie Evans & Katie Lewis	
Playgroup Assistants:	Lauren Jones Tracy Evans Kira Barrett
Additional Lunch Time Support (if required):	Michelle Edwards Claire Halliwell Katie Jones
After School Provision / Summer Holiday Provision	
Play Workers:	Katie Lewis Claire Halliwell Lauren Jones Katie Evans Tracy Evans Christina Holcombe Mandy Davies (AS Provision only)

We welcome students on placement, volunteers and visitors who enrich the experiences of children.

Opening Hours

Days		Monday	Tuesday	Wednesday	Thursday	Friday
Early Drop Off		8:00 – 9:00am	8:00 – 9:00am	8:00 – 9:00am	8:00 – 9:00am	8:00 – 9:00am
Flying Start	**AM**	9:00 –11:30am	9:00 –11:30am	9:00 –11:30am	9:00 –11:30am	9:00 –11:30am
	PM	12:30 - 3:00pm	12:30 - 3:00pm	12:30 - 3:00pm	12:30 - 3:00pm	12:30 - 3:00pm
Golden Grove Day Care	**AM**	9:00am – 12:45pm	9:00am – 12:45pm	9:00am – 12:45pm	9:00am – 12:45pm	9:00am – 12:45pm
	Lunch	11:30am – 12:30pm	11:30am – 12:30pm	11:30am – 12:30pm	11:30am – 12:30pm	11:30am – 12:30pm
	PM	11:15am – 3:15pm	11:15am – 3:15pm	11:15am – 3:15pm	11:15am – 3:15pm	11:15am – 1:00pm or 11:15am – 3:00pm *We offer a late pickup service on a Friday for children to stay until 1:00pm to align with the asymmetric week or a full afternoon session until 3:00pm*
After School Provision		3:15 – 5:30pm	3:15 – 5:30pm	3:15 – 5:30pm	3:15 – 5:30pm	**Not currently running a session**
Summer Holidays		**MON**	**TUES**	**WED**	**THUR**	
TBC		8:30am – 1:00pm	8:30am – 1:00pm	8:30am – 1:00pm	8:30am – 1:00pm	**Not currently running a Friday Session during the Summer Holidays.**
TBC		8:30am – 1:00pm	8:30am – 1:00pm	8:30am – 1:00pm	8:30am – 1:00pm	
TBC		8:30am – 1:00pm	8:30am – 1:00pm	8:30am – 1:00pm	8:30am – 1:00pm	

Rates

Full Day	Early Drop Off	Wraparound sessions	Lunch	After School Provision		Holiday provision
9:00am – 3:15pm	8:00am – 9:00am	9:00am –12:45pm (Mon - Fri) Or 11:15am – 3:15pm (Mon – Thurs) 11:15am – 3:00pm (Fri) *Late pick up Friday – 11:15am – 1:00pm*		3:15 – 5:30pm		8:30am – 1:00pm
£42.00	**£7.00**	**£22.00** **Or** ***£7.00 for Friday's late pick up charge***	**£2.55** *Paid via Cashless catering*	**3 – 11 year olds** **£9.00**	**2-year-olds** **£12.00**	**£29.00**

We are registered with The Childcare Offer for Wales (30-hours funding). This funding is for parents with children between the ages of 3-4 years old. Parents/Carers are entitled to 30 hours per week, if they successfully meet criteria. If successful, please speak with the Day Care Manager before agreeing hours on your account.

More information about the 30-hours funding is available on their website – www.gov.wales/get-30-hours-childcare-3-and-4-year-olds or call 03000628628.

We are also registered with the Tax Free Childcare Scheme. If you are successful in getting the Tax-Free Childcare, you'll set up an online childcare account for your child. For every £8 you pay into this account, the government will pay in £2 to use to pay the setting. Please speak with the Day Care Manager if you are eligible for the Tax-Free Childcare Scheme.

More information about the Tax Free Childcare Scheme is available on their website - www.gov.uk/tax-free-childcare

General Information & for Whom Care is Provided

Golden Grove Day Care provides Flying Start, Full Day Care, Wraparound, Early drop-off provision and after-school childcare. Our Flying Start and Day Care services operate together as one combined provision across two adjoining rooms. Although the funding, eligibility and session arrangements differ, children share the same environment, resources and play opportunities and are supported by one staff team.

Flying Start Provision

The Flying Start Project is a Welsh Assembly Government funded programme aiming to give young children aged 0 to 3 a flying start in life. Our setting is accessible to children from all sections of the local community within the designated Flying Start Postcode areas.

We welcome boys and girls into the setting, for children between the ages of 2 to 3 years.

Golden Grove / Gelli Aur Flying Start offers a child centred environment meeting the social, physical, intellectual, creative and emotional needs of children and recognising the individual needs of each child, as a provider of sessional care.

Flying Start will provide a range of funded activities for parents and young children, living in the Flying Start Postcode catchment areas.

All children aged 2 to 3 years old, who live within a Flying Start postcode catchment area will be entitled to funded quality part time childcare. Children who live in the Flying Start areas are entitled to 12.5 hours of funded quality childcare per week for 39 weeks of the year.

We have some flexibility in how the 5 sessions are utilised across the week, if it is considered to be in the child's best interests. This may include when a parent/carer requests a different arrangement because they attend a training course or go to work.

Flying Start follows Welsh Government initiatives by implementing the Flying Start Initiative, the Welsh Curriculum for Non-Maintained Nurseries, Design to Smile, Healthy Pre-School Scheme, Adventures with Alice Programme and the PATHS Programme.

Flying Start offers a child centred environment meeting the social, physical, intellectual, creative and emotional needs of children and recognising the individual needs of each child.

Day Care

Golden Grove Day Care opened in September 2024. We aim to provide children of the ages of 2 - 4, access to full day or wraparound care. This will be open to all families who wish to enrol their child into a childcare provision. Our full day care is available for all children, regardless of catchment areas and our wraparound sessions offer parents/carers the option for their children who are already attending Part-Time Nursery or the Flying Start who wish to extend their day or to attend a half-day session through Golden Grove Day Care.

After School Provision / Holiday Provision

Our After School Provision has operated under the direction of the school since 2016. From September 2024, we extended our care to include children from the age of 2 years.

The After School Provision operates predominantly from the former Flying Start room. Children may also access the school hall, the other registered rooms and the outdoor areas, depending on the number and needs of the children attending. The correct staffing ratios are maintained at all times: 1:8 for children aged 3–11 years and 1:4 for 2-year-olds.

To support families during the summer holidays, we open the setting on selected days alongside the school's Food and Fun programme. Children aged 2–11 years can access the provision during this time. Eligible parents may use the Childcare Offer for Wales or Tax-Free Childcare towards the cost. The dates and operating hours will be confirmed during the term before the summer holidays.

Parents are asked to provide a healthy packed lunch and snack for their child during the Holiday Provision.

Starting within the provision

Places at Golden Grove Day Care are allocated in a fair manner and in accordance with our Admissions Policy and the availability of spaces within the capacity and staffing ratios.

For Flying Start, parents and carers are required to complete an online application, and places are reserved for children aged 2–3 years who live within the designated Flying Start postcode areas and meet the criteria set by the Welsh Government.

Places within the Day Care including Early Drop Off and After School Provision are allocated on a first come, first served basis, subject to availability of spaces.

All admissions are managed in line with the Equality Act 2010 and the setting welcomes children and families regardless of gender, culture, religion, disability or background.

We acknowledge the importance of parents and staff working together to help children settle into our care. We aim to support children and their families to become comfortable within the environment and help children develop confidence to participate in all activities offered. We are aware that some children will take longer than others to settle, and every effort will be made from the setting to support this transition. Parents are welcome to support their children during the settling period.

Arrivals to the setting and collection arrangements

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Children attending Early Drop Off will enter through the main entrance between 8:00am and 9:00am. Children requiring breakfast must arrive by 8:30am. Children will remain within the provision until 9:00am. Children will then be added to the appropriate register.

Children arriving at 9:00am will be greeted at the door by a member of staff and safely supported into the provision. Children must be handed directly to a member of staff on arrival.

Children accessing afternoon wraparound following a morning Flying Start session will remain within the combined provision and will be transferred onto the appropriate register at 11:30am. Children attending morning Part-time Nursery will be escorted to the provision by their class teacher at 11:15am, ready for lunch and the start of their wraparound session. Staff may be utilised from the Nursery class to support lunchtime supervision and maintain the correct ratios.

Children who have attended a morning wraparound session will remain within the combined provision for lunch. Children beginning an afternoon Flying Start session will be transferred onto the appropriate register at 12:30pm. Children attending Part-time Nursery will be escorted to their nursery class for 12:45pm.

Children going home at the end of their wraparound session will either be collected by 12:45pm, from their morning session or from the afternoon session at 3:15pm Monday to Thursday or at 1:00pm for Friday late pick-up, or at 3:00pm following full Friday afternoon session. Children will leave through the main entrance and be handed over to their parent/carer or authorised adult by a member of staff.

For children attending the After School Provision, club staff will collect junior children from the school hall and infant children from their classrooms at the end of the school day. All children will be accompanied to the former Flying Start room, where the After School Provision operates, and the attendance register will be completed. Children already attending the Day Care provision will be escorted to the After School Club room and transferred onto the appropriate register.

Parents are made aware that their child cannot leave the setting with anyone who is not named on the admission form, unless alternative arrangements have been agreed in line with the setting's collection procedures.

Parents and carers are asked to take care when dropping off and collecting children, as the car park can become congested at busy times.

Booking & Absences

Day Care & Flying Start

We are required to record authorised and unauthorised absences. If your child is unable to attend any agreed sessions, please phone 01646 681096 / 682605, or message via the Seesaw App to report their absence and provide a reason.

Flying Start are required to send registers to the Flying Start Office each week to monitor attendance. Flying Start is funded through the Welsh Government and attendance data will be shared accordingly.

All booked sessions within the Day Care Provision are reserved specifically for your child and staffing ratios are organised in advance based on children's contracted attendance. Sessions therefore remain chargeable whether or not your child attends, unless otherwise agreed by management.

A charge will be incurred for children accessing the Day Care who do not attend their agreed sessions. This may include, for example, occasional absences, holidays, family days out, or choosing not to attend booked sessions. The charge will be at half rate if your child is absent, as staffing and operational costs remain in place regardless of attendance.

Invoices are issued monthly and must be paid by the due date stated on the invoice. Failure to make payment on time will result in late payment administration charges being applied and may affect future bookings or continued access to the provision.

Parents/carers are encouraged to discuss any difficulties with payment with the Day Care Managers as early as possible.

Parents/carers accessing the Day Care Provision are required to provide a minimum of four weeks' written notice if they wish to:

- cancel their child's place or terminate their childcare contract,
- reduce the number of booked sessions,
- or change regular attendance days.

Notice should be provided directly to the Day Care Managers in writing or via email.

Fees remain payable throughout the notice period whether or not the child attends the setting.

Failure to provide the required notice period may result in charges being applied for the full notice period.

Golden Grove Day Care reserves the right to review childcare arrangements where attendance becomes consistently irregular or where repeated short-notice cancellations impact the sustainability of the provision.

Any parent wishing to take their child out of the setting for holidays during school time should discuss arrangements with the Day Care Managers.

Please note that we do require authorisation for absences. Failure to comply with this may result in your child's place being reviewed or cancelled.

absences. Failure to comply with this, could result in your child's place being cancelled.

After School Provision

For children aged 2 years, set days must be in place for the provision to maintain correct ratios. Parents will be invoiced monthly for payment.

After School bookings and payments for children aged 3-11 years, will be made via ParentMail and this can be made on an ad-hoc basis without making set day arrangements. No payments will be taken through the club staff or main office. Bookings will need to be paid upfront before your child can attend club, and the sessions will be available to book on ParentMail four weeks in advance.

Refunded credit to your ParentMail account will be given if your child is off school ill or sent home from school due to illness or accident. Notification of cancelling a session will need to be given to the Managers one week in advance. Any early cancellations that are made will be refunded to your ParentMail account, any cancellations without a weeks' notice will still be charged at the full amount.

Each session is limited to 62 children, and we work on a 1:8 adult to child ratio for 3 - 11 year olds and 1:4 for 2 year olds, which is in line with CIW requirements for adult to child ratios.

We recommend booking in advance, this is not only to maintain correct ratios but for the organisation of staff.

Facilities available

We are situated within Golden Grove School in the Early Years corridor and have access to three classrooms.

Our combined Flying Start and Day Care provision operates across two adjoining rooms, both measuring approximately 67 square metres. The rooms are connected by an open-access dividing door, allowing children to move between the different play and learning areas. The environment includes a food preparation and dining area, quieter spaces and a large open play area.

Children's toilets are available within the corridor, with five toilet cubicles and eight sinks. Separate toilet facilities are available for staff. First-aid facilities, storage for equipment and resources, and administrative space are also available.

The former Flying Start room, where our After School Provision operates measures approximately 72 square metres and has its own child-friendly toilets and kitchen facilities. During the day, this room may be used by other professionals, including Health Visitors and Speech and Language Therapists, to provide parent workshops, baby and toddler groups and other services for children and families. The use of the room is arranged so that it does not disrupt the operation, safety or security of the childcare provision.

The After School Club continues to operate predominantly from the former Flying Start room. The After School Provision may also access the other registered rooms, depending on the number and needs of the children attending.

All three rooms have access to a large, secure outdoor area with a canopy, storage shed, pirate ship and playhouse. Children also have supervised access to the wider school grounds, woodland and other play areas.

Services Offered

We aim to provide healthy snacks and drinks throughout the session in line with our Healthy Eating Policy. We are part of the Healthy and Sustainable Pre-School Scheme. Water is always available for children to drink throughout the session. All food and drinks offered are in line with our Healthy Eating Policy, and meet the dietary needs and preferences of children, as indicated on the child's registration form.

All children staying for lunch may have a school dinner or bring a packed lunch. School dinners will be brought to the provision, and children will eat within Provision. Staff will work on a rota to supervise the lunch period and ensure that the correct staffing ratios are maintained. Additional support may be utilised from the school when required. Payment for school dinners will be made through Cashless Catering.

Please note during the Holiday Provision, parents must provide a packed lunch and a snack due to the kitchen being closed. This must follow in line with our setting's Healthy Eating Policy.

For children attending our wraparound provision we do ask that a snack is provided by the parents, this must follow in line with our Healthy Eating policy. Snack is provided for children accessing the Flying Start. Breakfast and After School Provision food is provided to the children within the charge.

If children require a nap during the day, sleeping mats are available for the children to use in a quiet area away from other activities. This will be monitored carefully by staff. The sleeping mats available are waterproof and can be easily hygienically cleaned.

In fine, sunny weather, we suggest that appropriate high factor sunscreen is applied to your child before they attend the setting and to bring a sun-hat with them, as the children will be playing outside during part of the session. Should sunscreen need to be reapplied during the day, parental consent is required and we ask that you supply some sunscreen, with the child's name clearly marked on the bottle.

We are a predominantly English medium setting with the use of incidental Welsh. Bilingual signs will be used, where appropriate. We are working towards the Active Offer for Wales.

We are part of the Designed to Smile Programme, so children's teeth are brushed daily in the setting on completion of relevant parental permission slips.

Children with Additional Needs are welcome to attend like any other child and are admitted after full consultation between parents/carers, the Day Care Managers and any other referral agency workers involved.

We have access to the Speech and Language Therapy Service. Flying Start, have access to their own team of Speech and Language Therapists who work closely with parents and staff in the setting. All parents are asked to sign a permission slip in order for the speech and language therapist to work with children.

Parents must complete a contract and are encouraged to use our 'settling in' service to help with their child's transition to our care. Before your child is due to start, they are welcome to join us for a stay and play session.

All staff within the setting hold the relevant qualifications or will work towards gaining the relevant qualifications. We have a system in place to ensure that regulatory training in Food Hygiene, Paediatric First Aid and Safeguarding is maintained. Through Inset training days, we can plan for relevant training courses. We have signed up to the CIW website and receive news regularly about any changes or information about regulated settings and requirements.

We work with the support of our local Childcare Development Officer and Flying Start Advisory teachers to invest in our staff's commitment to their continuous professional development through reliably endorsed courses, regional meetings, events and training pathways. Parents are also offered training courses through Flying Start, Springboard, Family Information Service and Plant Dewi. Details of these are sent out via the Seesaw App.

Activities offered

Day Care & Flying Start

Across our combined Day Care and Flying Start provision, we offer a wide range of play-based activities that are planned to reflect children's ages, stages of development, interests and individual needs. Children can access experiences across both rooms and are supported to make choices about where and how they play. We provide a balance of adult-led and child-led experiences that promote children's development and support them to reach their full potential. Children are given opportunities for free play throughout the session, in line with the Curriculum for Wales.

Some activities will be planned by the Day Care Managers and Room Deputies with support from the Assistants, this will be based on children's development, needs and interests.

As part of our daily routine, we deliver PATHS (Promoting Alternative Thinking Strategies). PATHS looks at supporting children's Social and Emotional Learning, through the use of Puppets and play-based activities. We have been awarded PATHS Model Preschool Status.

We take part in messy play, so please supply a spare change of clothes in order for staff to change them should they get wet or muddy.

We take a reflective approach to our work by using observations of children as a tool to plan activities and ensure children's needs are being met.

The progress and development of children is assessed by completing observations during their play and this will be used to assess the children's development. Our records are available for discussion with parents at any time and observations made of children will be recorded and stored, in line with GDPR requirements. Photos and observations made will filter into the planning, and shared with parents/ carers via the SeeSaw App. We follow the guidance on the Curriculum for Wales. Our main assessment toolkit is Teaching Talking and WellComm.

After School / Holiday Provision

Within our After School provision, we offer a wide range of play equipment and resources that support children's development and promote children's free choice in play, and are suitable for all ages of children from 2 – 11 years. We have access to both the indoor and outdoor areas, including the woodlands and playing field.

All activities throughout the settings are risk assessed and a daily opening and closing checklist of the environment is completed. There are no animals kept on the premises.

Daily Routine

Please note that our routines are subject to change, whilst the utmost consideration is taken to ensure consistent routines are in place, there may be days where this varies.

Times	Routine
8:00am	**Welcome children to Early Drop Off** (Breakfast included – latest drop off for breakfast is 8:30am) **Free Play**
9:00am	**Welcome children arriving** (hang up coats & bags & self-registration)
9:05am	**Toothbrushing**

	(Flying Start Children only)
9:10am	**Free Play** (Choice of indoor and outdoor play) **Alternate - Rolling snack / Focus Activity Group @ 10:00am** - Speech & Language/ WELLCOMM targets (completed during free-play) **(Nappy checks @ 10:30am)**
10:55am	**Tidy up time**
11:00am	**Big Group** (AM children) PATHS / BUCKET (including a story or singing)
11:15am	**Welcome Children from morning PTN session** **Dance time / Dough Disco / SKIP** (All children)
11:25am	**Handwashing & toileting for lunch** (for children staying for Wraparound) **Singing / Story time / Music time**
11:30am	**Home time - End of Flying Start Morning Session** **Lunch time** (Lunch & outdoor play) **(Nappy checks @ 12:15pm)**
12:30pm	**Welcome children arriving for FS afternoon session** **Dance time / Dough Disco / SKIP** (All children)
12:35pm	**Toothbrushing** (Flying Start Children only)
12:50pm	**Free Play** (Choice of indoor and outdoor play) **Alternate - Rolling snack / Focus Activity Group @ 1:45pm**

	- Speech & Language/ WELLCOMM targets (completed during free-play) **(Nappy checks @ 2:30pm)**
2:30pm	**Tidy up time**
2:35pm	**Big Group** (PM children) PATHS / BUCKET (including a story or singing)
2:50pm	**Singing / Story time / Music time**
3:00 – 3:15pm	**Home time/ After School Club Provision starts**

After School Club –

Times	Routine
3:15pm	**After School Club Provision starts** **Children are collected from their classes and escorted to the club room. Complete daily attendance register.**
3:30pm	**Free play**
4:10pm	**Snack time**
4:30pm	**Free Play** **(4:30pm / 4:45pm – Nappy & toileting checks)**
5:30pm	**Club closes**

Holiday Provision -

Times	Routine
8:30am	**Welcome children to Holiday Provision**

	(Breakfast included) **Complete daily attendance register.**
8:45am	**Free play**
10:00am	**Snack time**
10:15am	**Free Play / Activities** **(10:30am toileting and nappy checks)**
12:00pm	**Lunch time**
1:00pm	**Home time**

Arrangements of dealing with emergencies

Our staff are trained in Paediatric First Aid and procedures are in place for keeping your child safe whilst in our care. Our contract and Admissions Policy ensure that we keep all contact details for parents up to date. We carry out and record risk assessments on activities and the premises. We maintain a log of emergency evacuation drills and lockdown drills. The setting follows its Safeguarding Policy and works in accordance with the Wales Safeguarding Procedures to ensure the safety and wellbeing of all children.

Minor accidents will be dealt with by a member of staff who is trained, but in the event of a more serious accident, parents will be informed as soon as possible. Should an accident occur during the session which necessitates medical treatment, every effort will be made to contact parents/ carers or their nominated person. Failing this, any child requiring treatment will have a Doctor or ambulance called to the setting, depending on the situation.

Medication and Illness

We do not accept children who are unwell at the time of arrival at the provision. Children who are ill are not permitted to attend the setting and, if a child becomes ill during a session, the Day Care Managers will contact the parent/guardian to arrange for the child to be collected.

General medication will not normally be administered to any child that is unwell, unless prescribed by a Doctor. Parents/ carers are requested to make the setting aware of any medication required, and a Medication consent form must be filled out and signed by the parent/carer prior to the child attending. Medication may be given to children who have Additional Learning Needs, though this will be made with the discretion of the Responsible Individuals and the Day Care Managers.

The setting holds a supply of liquid paracetamol in their First Aid cupboard, and this will be in the form of sachets. Administration of Calpol, if your child spikes a temperature whilst at the setting,

parents will be contacted and with verbal permission Calpol can be administered, whilst we wait for you to collect your child. Parents will complete the relevant paperwork on collection of their child. Calpol will only be administered to the child once the staff have made sure that the child has **not** received any before attending, ensuring the space between doses is correct.

Special Dietary Needs

Please inform the Day Care Managers if your child has any allergies, intolerances or any special dietary requirements so we can do our utmost to accommodate their needs.

We are part of the Sustainable Pre School Health Scheme and so snack time is incorporated into each session's flexible timetable and the children are given a choice of milk or water, fresh fruit, cheese and a choice of crackers, toast, breadsticks or cereal.

Our After School Club also follow the Healthy Eating Policy. Children are provided with a choice of fresh fruit, vegetables, cheese, cooked meat and a choice of bread, wraps, pitta breads, crumpets and pasta. Fresh drinking water is available throughout the whole session for children to access independently.

Toileting

We are happy to have children who are still in nappies, and we have facilities available to change nappies. We would request that parents send spare nappies and wipes with their child in case they need to be changed.

We will endeavour to work with parents to support those children who are in the middle of toilet training by toileting the child frequently during the sessions. Children will be encouraged to self-help with toileting and handwashing.

Please discuss with the Day Care Managers any requirements your child has. We suggest that a few changes of clothes and spare shoes are also sent with the child in case of any accidents.

Concerns, Compliments and Complaints

Golden Grove Day Care welcomes feedback from parents, carers and children and aims to resolve any concerns quickly, fairly and sensitively. Parents and carers are encouraged to raise any suggestions, concerns or complaints in the first instance with the Person(s) in Charge (Day Care Managers) or the Responsible Individual. Concerns will be addressed informally and resolved at the earliest opportunity.

If a complaint cannot be resolved informally, a formal complaint may be made to the Responsible Individual – Mr. Andrew Williams. All complaints are recorded and investigated in accordance with the setting's Concerns, Compliments and Complaints Policy. Complaints are acknowledged within three days and investigated promptly, with the aim of providing a written response outlining the outcome and any actions taken within 14 days. In some circumstances this timescale may be extended with the agreement of the complainant.

A written record of all complaints and outcomes is maintained and made available to Care Inspectorate Wales (CIW) on request. If a complainant is not satisfied with the outcome of the investigation, they have the right to contact CIW directly.

At any time, a parent can contact CIW about a registered service and at any time while a complaint is being resolved, the complainant has the right to complain to CIW or, where relevant, the local authority if they have arranged for the care of a child at this setting.

The role of CIW in complaints:

CIW is happy to receive information about any social care service but is not a complaints agency. In the event that CIW receives information about a registered service they will consider it and inform the complainant they will take one of the following actions:

* Inspect to check compliance with regulations
* Refer the complainant back to the provider for resolution under their own complaints' procedure.
* Refer to the concerns to another agency or advise the complainant to contact an identified agency (Local Safeguarding Team / Police / Environment Health)
* Consider the information within the next planned inspection of the service.
* Or take no further action

Golden Grove Day Care also encourages children to share any concerns they may have with staff and provides opportunities for children to express their views.

We have a suggestion box which is kept by the entrance; parents/ carers and children are welcome to give feedback or suggestions to the setting.

Our latest inspection report by CIW can be viewed on the Care Inspectorate Wales website: www.careinspectorate.wales

At any time, you can contact CIW about a registered service at:

Care Inspectorate Wales,

Welsh Government Office,

Sarn Mynach,

Llandudno Junction,

Conwy

LL31 9RZ

TEL: 0300 7900 126

EMAIL: ciw@gov.wales

Golden Grove Day Care is covered by public liability and employer's liability insurance. Certificates are displayed on the wall within the Day Care Office.

Policies and procedures

We have produced a pack of policies and procedures that describe arrangements for dealing with routine operational practice, complaints, concerns and any emergency that may occur during operational hours. They are designed to ensure effective and safe management of our service and to offer the best possible environment and experience for the children and families who use it. The policies and procedures are developed and maintained in line with and/ or exceed national minimum standards and regulations. They are reviewed regularly, at least annually and updated (with CIW being informed of any significant changes) as necessary. The policy pack is available for all who visit, work in or use the provision to see. Please ask any member of staff should you wish to see these policies. These are also available to view on Golden Grove School's website.

This Statement of Purpose outlines the services provided at Golden Grove Day Care and how the setting operates in accordance with the Regulation and Inspection of Social Care (Wales) Act 2016.

Terms and Conditions

Please complete the following forms which are required to register your child. The contract must be signed, and the registration form must be completed by parents before their child attends. These forms can either be handed into the setting or when you attend for your first visit/session or can be posted to the setting.

Please note that should you move out of the Flying Start designated area whilst your child is attending, then the placement will cease as funding will no longer be available for your child.

Payments for sessions must be paid in full each month to the setting by the payment due date stated on the invoice. Parents/carers are responsible for ensuring that all fees are paid for the agreed contracted sessions, in full by the stated due date. This including periods of non-attendance, unless otherwise agreed by management. Booked childcare sessions are contracted and reserved for each individual child. Regular attendance is important to support children's wellbeing, consistency and staffing arrangements within the setting.

Where payment has not been received within 7 days of the invoice due date, a late payment administration charge of £10.00 may be added to the account.

If fees remain outstanding, the setting reserves the right to:

- issue reminder notices,

- request payment in advance for future sessions,
- suspend additional bookings or sessions,
- or withdraw the childcare place where payments remain persistently overdue.

Parents/carers experiencing financial difficulties are encouraged to speak confidentially with the Day Care Managers as soon as possible so that support or a payment plan may be considered.

Failure to communicate regarding outstanding fees may result in further action being taken by the setting to recover unpaid fees.

Review Procedures

The statement of Purpose will be reviewed at least annually. Or when changes are being made to autisumn the service. We will notify CIW of any change 28 days in advance, wherever practicable.